



NEW ZEALAND
FOREIGN AFFAIRS & TRADE

Position Description

Position Title

Team Administrator

Divisions

Services

Group

Services

Location

Wellington

Reports to

Group Business Manager Services

Last Review Date

December 2016

About the Ministry

The Ministry of Foreign Affairs and Trade works to make New Zealand's voice heard overseas and contributes directly to the security and well-being of all New Zealanders.

Our purpose is to create the international conditions and connections for New Zealand and New Zealanders to thrive.

Our work:

Leadership

- amplifies New Zealand's influence and standing in the world;

Prosperity

- delivers improved prosperity for New Zealand and our region;

Kaitiakitanga

- delivers solutions to global challenges, for the benefit of present and future generations;

Stability

- delivers security and resilience to our country, our people, and our region.

Our values are professionalism, leadership, respect, collaboration and innovation.

About the Group

The Services Group is responsible for providing a range of functions and services to enable business groups to achieve their outcomes. These functions include Finance, Property, Procurement, Security and Information Management which are common to any large organisation. Each of these divisions provides a client focused, coordinated service to Wellington and off shore posts.

About the Position

Team Administrators provide a variety of general and specialised administrative support services to Services Group, HR Group and the Ministry as a whole. Team Administrators in Services will form a single team and be managed by the Group Business

Manager. Team Administrators will be allocated to work primarily for specific teams, but will on occasion be required to undertake work for other teams depending on workload demands.

Relationships

The position is required to build and maintain the following relationships:

Internal (within MFAT)

- Divisional Managers within the Services and HR Group
- Ministry staff within Groups
- Executive Assistants and other Team Administrators across the Ministry

External (outside MFAT)

- Government departments/agencies
- MFAT travel provider
- Business sector
- Members of the Diplomatic Corps and their staff
- Service Providers and Vendors

Key Accountabilities

The following key accountabilities of this role assist in delivering the Ministry's vision and mission.

Administrative support

- Provide administrative support to enable the smooth operation and maintenance of office systems, resources and equipment and supports the Group work programmes
- Support to the Groups includes but is not limited to:
 - scheduling appointments
 - timesheet records
 - internal mail
 - clearing joint mail boxes
- Coordinate the collation and dissemination of management reports.
- Arrange and organise functions, meetings, presentations and workshops including room set up, catering and associated documents as appropriate
- Support official MFAT publications, particularly in relation to SRV and HR.
- Support the intranet for Groups
- Develop and maintain effective team administration networks across the Ministry
- Provide back up and assistance across the Ministry Groups as directed by Group Business Manager
- Take minutes and ensure the allocation of action points for governance committees

Travel Coordination

- Liaise with the Ministry's travel provider to arrange all domestic and international flights and accommodation within Ministry travel policies and procedures
- Arrange passport issue and visas as appropriate
- Support travel reconciliation processes

Financial and Procurement Administration

- Arrange appropriate signoff for invoices within agreed timeframes
- Ensure appropriate approvals for travel are being sought in accordance with existing policies and financial approvals
- Order goods using approved procurement channels and providers and as specified and approved by managers
- Coordinate equipment dispatch as needed
- Check and deliver receipted goods as needed, and reconcile with invoices
- Assist with forecasting and budgeting processes
- Maintain the Procurement contracts database for all contracts
- Assist with the management and reconciliation of credit and taxi cards
- Liaise with suppliers to provide advertising services

Group Responsibilities

- Participate in continual service improvement initiatives across the group
- Drive process improvement as it relates to administrative process
- Support and assist Managers to meet all their organisational/group responsibilities that relate to administration
- Coordinate response to key external compliance processes
- Act as a liaison for all pre-posting HRG training
- Manage small projects from time to time as required
- Maintain key divisional documents including staff contact details, security clearances
- Assist in the recruitment and induction processes for both staff and contractors within the Groups and across the Ministry
- Monitor the Ministry recruitment systems to ensure that it is being managed appropriately
- Co-ordination of policy review processes
- Coordinate all responses to OIA, Parliamentary Questions (PQs) and Ministerial requests for the team and ensure that the Group meets their deadlines

Organisational Responsibilities

- Understand the Ministry's strategic priorities and high-level outcomes framework and how this role contributes to the framework
- Understand tikanga and Treaty of Waitangi principles, and have sufficient appreciation of Te Reo Māori to be able to apply the Ministry Māori dimension, underpinned by Ministry values, in a way that is relevant to the context of our business
- Contribute to Ministry-wide projects, consular and emergency response situations
- Using the Ministry's Capability and Leadership Frameworks, identify and participate in opportunities for learning and development, including through regular coaching and mentoring

Knowledge Management

- Contribute to the continuous development of the Ministry's knowledge base by using the Ministry's internal systems, sharing information and data with relevant internal stakeholders

Health and safety

The Ministry is committed to providing a safe and healthy working environment for all staff, including contractors and other workers, both on and offshore.

You are responsible for:

- taking reasonable care of your own and other's health and safety and being mindful of the effect of your actions (or lack of action) on the health and safety of others
- complying with reasonable Ministry instructions to ensure the Ministry is able to comply with the Health and Safety at Work Act 2015
- cooperating with health and safety policies and procedures
- identifying and reporting hazards, injuries, illness and incidents (including near misses) that arise from your work or in the workplace
- identifying and eliminating or mitigating health and safety risks so far as reasonably practicable and consulting with others in doing so
- raising health and safety matters with your manager or health and safety representative (or contact as appropriate)
- ensuring that all health and safety incidents, injuries, near misses are immediately reported through the HR Kiosk

- ensuring that significant hazards and risks or critical incidents are drawn to the immediate attention of your Manager.

Qualifications, Skills, Knowledge and Experience

You must have the following qualifications, skills and experience:

- A good understanding of financial management and good numeracy skills
- Ability to contribute to and work within a team
- Ability to build and maintain effective relationships with a range of people
- Well-developed planning and organisational skills, including ability to prioritise tasks effectively and work under pressure
- Minimum of two to three years' experience in an administrative role or relevant qualification
- Expert in Microsoft Office suite, including Outlook, Word and Excel
- Sound written and oral communication skills
- Strong customer focus
- Strong focus on quality and attention to detail
- Sound judgement and decision making skills
- Commitment to continuous improvement and ability to anticipate issues and problems and think of creative solutions
- Demonstrates the drive and ability to improve own capability. Includes self-awareness and self-improvement focus
- Demonstrates integrity, discretion and an ethical approach
- Sound understanding of tikanga and Treaty of Waitangi principles
- A good understanding of how government works

Additional Comments

You must also:

- Hold New Zealand citizenship
- Be able to obtain and maintain an appropriate New Zealand Government Security clearance