

Position Description

Position Title Administration Manager

Post [Buenos Aires](#)

Category Locally Engaged Staff

Reports to Ambassador

Last Review Date February 2013

Delegations The position has financial and human resources responsibilities in line with the financial delegations register.

About the Post The Post represents the New Zealand Government to the highest standards of professional excellence in diplomacy, trade negotiations, international development and consular services. This is done by building connections with the host Country and accredited countries where required, that enables the New Zealand Government to achieve more than they could alone.

The Post takes a distinctively New Zealand approach, reflecting New Zealand's diversity and heritage. Our values are professionalism, leadership, respect, collaboration and innovation.

About the Position The Administration Manager is directly responsible to the Ambassador for the overall smooth running of the Post by managing and ensuring the effective and efficient running of the Embassy's Finance, Property, HR and Consular responsibilities in order that the strategic priorities of the Post can be achieved.

This position maintains the effective running of the Post through its analysis of situations, problem identification and resolution.

Relationships

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

Internal (within Post and MFAT)

- Ambassador
- Other staff at Post
- Group Business Manager, Wellington
- Account Managers in Wellington (e.g. Finance, HR, Asset Management Division, Consular Division)
- Information Technology (key staff)

External (outside Post)

- Local Foreign Ministry
 - Administrators in other key diplomatic missions
 - Other Country Embassies
 - Other New Zealand Agencies
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- Chancery and Residence Landlords
 - Local utility providers
 - Local contracts (eg payroll company)
 - Contractors and suppliers
 - Local banking institutions
 - Local Security companies
 - NZ government agencies eg, Police Interpol, Internal Affairs
 - Local police, government authorities, ambulance and medical services, funeral directors
 - Embassy lawyers
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Key accountabilities

The position has the following key accountabilities:

Finance

- Develop financial forecasts, outlooks and budgets for the Post, analysing the information and making budget management recommendations.
- Identify any financial budget risk and mitigating actions, formulating recommendations to be presented and approval gained from the Ambassador.
- Manage the quality assurance and financial audit process ensuring all post payments are made following approved processes and protocols and that manual payments are made with the right authorisations and there is full compliance with the Ministry's Internal Controls.
- Develop post asset, property and facilities plans and budgets to meet Ministry requirements, identifying issues and providing mitigating actions for approval.
- Develop and maintain a remote effective working relationship with the Finance Account Manager and the Group Business Manager in head office seeking guidance and advice as required.
- Provide Wellington with relevant post financial information as required in a timely manner.
- Compile and complete preliminary drafts of the annual post budget, review of allocations, out-turn and end of financial year returns.
- Maintain expenditure within budget allocations and cash flow predictions and advise Ambassador of any aberrations.
- Provide a report (on a monthly basis) to the Ambassador on current expenditure levels and details of the official entertainment fund, travel etc.
- Analyse expenditure patterns/progress for variance reporting and provide a monthly synopsis.
- Approve all Financial Management Information System (FMIS) entries, generate FMIS payment / revenue summaries and maintain the FMIS database.
- Undertake end of month financial procedures, including monthly bank reconciliation.
- Process applications for new corporate credit cards or cancellation of existing cards as required.
- Administer Embassy cash and bank accounts.
- Maintain up-to-date records of financial authorities, commitments and internal controls.

Property Maintenance (Chancery and Residence)

- Effective working relationships are built and maintained with property and facilities providers to efficiently manage the contractual delivery and Service Level Agreements in a timely manner.
- Develop effective working relationships with Chancery and Residence landlords to ensure that maintenance issues and problems are managed effectively and quickly.
- Manage the procurement process for the purchase / renewal of all property and technical assets, identifying and recommending the best options.
- Organise and Supervise (when necessary) routine maintenance of building, grounds and plant.
- Ensure that maintenance issues and problems are managed effectively and quickly.
- Call tenders for maintenance contracts as they come up for renewal and make recommendations to Ambassador.
- Raise any potential problems with Ambassador and submit options on remedial action e.g. hazards in working environment.
- Process insurance claims as requested.
- Obtain quotes for furniture, equipment, and office supplies. Procure items as approved by Ambassador and ensure appropriate accounting processes are followed.
- Arrange for disposal of furniture, equipment and vehicles.
- When required, arrange access to property and supervise outsource provider representatives undertaking maintenance and inspections of property.
- Where a major property project is scheduled at the direction of the Regional Assets Manager collate and provide relevant local information.

Human Resources (HR)

- Provide HR administration assistance and advice to the Ambassador of local staff, including and not limited to organising recruitment, including the preparation of full applicant lists and recommendations to the Ambassador on shortlisting for interview, preparing interview information for selection panels and participating in those selection panels, preparing offer letters and terms and conditions of employment for signature.
- Maintain personal, salaries and annual leave files.
- Build relationships with the external payroll provider, providing the required information in order for them to process the local staff pay run and that they provide the Embassy with local staff salaries calculations.
- Manage staff transfers to/from post.
- Maintain and update leave records for local staff and the Ambassador and provide the information to Wellington as necessary.
- Ensure the Account Manager (HRS) is kept up to date with local staffing issues and any changes in local employment law.
- Manage the After Hours Consular Duty Roster.

Consular

- In consultation with the Ambassador, understand the complexity and nuances of the local environment in order to develop solutions for NZ citizens requiring consular assistance.
- Provide advice to NZ citizens in countries to which the Post is accredited. Situations where advice can be required include:
 - lost or stolen passport
 - where emergency funds are required
 - an English speaking lawyer is needed
 - Where there is a death of a New Zealander and subsequent arrangements are to be made
- Crisis situations (such as civil unrests or natural disasters).
- Consider financial assistance requests against the MFAT Distressed New Zealanders (DNZ) criteria and approve, escalate or decline as appropriate.
- Work with national and international hospitals and prisons to ensure NZ citizens hospitalised or imprisoned have access to appropriate advice and services to ensure that they are treated fairly and have access to independent legal advice where required.
- In consultation and working with the Ambassador, manage complex consular cases and ensure CON is kept informed of complex or high profile cases and minimise the risk associated with this.
- Maintain effective working relationships with the Ministry's external service providers and Consular Division to facilitate a collaborative and joined up approach to the overall management of consular cases.
- Ensure iCONZ is kept up to date by regularly entering details of consular cases, including the completion of the monthly statistical log.
- Maintain and update a database of lawyers and local notaries who can provide legal and notarial services.
- Provide information or advice to visiting or resident New Zealanders.
- When required, prepare and sign appropriate statutory documents under the appropriate delegation including the receipt of any applicable fees.
- Maintain the Embassy's after hours consular handbook, ensuring contacts and addresses etc. are up-to-date
- Assist the Ambassador in emergency response situations requiring consular input.
- Liaise with other missions on consular matters.
- Manage the post RONZ database to ensure registrant details are current and use this network to communicate with NZ citizens in emergency situations or potential emergency situations.
- Promote the safe travel website, including the registration of New Zealanders.
- Participate in after hours and on-call consular arrangements.

Internal Affairs

- Provide advice on the New Zealand Passport Act, Births, Deaths

- and Registration Act and other relevant legislation.
- Provide accurate and up-to-date information to New Zealanders in Argentina and countries of accreditation on New Zealand citizenship and documents f Identity.
- Process and issue, where appropriate, and within agreed timeframes, Emergency Travel Documents to New Zealanders in distress.

Notarial

- Provide delegated legal and notarial services to New Zealanders in Argentina and countries of accreditation, including verification and witnessing of documents and signatures, taking affidavits, statutory declarations, verifying true copies of documents and issuing consular certificates.
- Provide advice on marriage in Argentina, including translations of documents if required.

Office Administration

- Maintain consistent office practices in line with the Ministry's head office functions, ensuring accuracy of processes and adequate records for audit purposes are kept.
- Identify, develop and implement office efficiencies to improve effectiveness.
- Ensure compliance with the Ministry's MFAT style guide, travel policy, procurement requirements, delegations, and timely delivery of internal reports.
- Draft and despatch correspondence including formal communications with the host country as required.
- Assistance with the delivery of visits and events logistics support for official visits.
- Provide support with, and help to organise, representational and office functions and events.
- Assist with basic IT trouble shooting and support in conjunction, with the Ministry's service centre when required.
- Assist with simple verbal and written translations between English and Spanish.
- Undertake general administration as required.
- Liaise with service providers as required.
- Ensure insurance policies are up-to-date and current.
- Participate in reception/telephonist roster and provide reception and telephonist duties as required.

Technology

- Act as the central point for all IT problems at post and log calls to Service Centre for problems that can't be resolved.
- Provide assistance with the installation and movement of IT equipment.
- Following Ministry procedures identify IT equipment to be disposed of and seek approval from Wellington.

Organisational Responsibility

- Assist with the organisation of representational functions at the Official Residence and Chancery.
- Assist with logistics for official two-way visits and organisation of events as required.
- Ensure all Ministry policies and procedures are adhered to.
- Be aware of and adhere to health and safety policies and procedures that may be set from time to time.
- Contribute to post-wide projects and emergency response situations.

Knowledge Management

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

Security

Assist the Ambassador with Post security processes, ensuring appropriate protocols are followed at all times, including:

- Maintaining appropriate visitors register
- Managing CCTV system at post.
- Manage post's card access register and provide support when cards are lost.
- Be familiar with the Post Security Instructions and adhere to these at all times.

Other

- Undertake driving duties as required.
- Management and delivery of all NZDEF flight clearances.
- Cover other local staff duties during absences.
- Other duties as required.

Qualifications, skills and experience

You must have the following qualifications, skills and experience:

- Relevant business qualification and/or significant previous experience and knowledge of running the administration of an office
 - Ability to work autonomously within guidelines, identify problems and solutions, and demonstrate the use of sound judgement in these
 - Excellent written and oral communication skills both in English and Spanish and the ability to provide informal translation and interpretation services
 - Experience of financial management, analysis and administration procedures in an office environment
 - Experience in managing external providers and building and maintaining relationships to achieve successful outputs
 - Experience in providing HR advice and administration support including recruitment processes and dealing with staffing issues as they arise.
 - Experience and/or empathy in assisting people who are in distress
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- Experience in managing sensitive material with a high degree of tact and integrity, and working with a wide range of people across cultural and social boundaries
- Good knowledge of Argentine Labour Law. Ability to analyse in comparison to MFAT norms.
- Highly competent in the Microsoft Office suite
- Well-developed planning and organisational skills, including punctuality, ability to prioritise tasks effectively and work under pressure
- Strong customer focus, with the ability to communicate effectively with a range of people
- Possess a strong achievement/delivery focus setting high standards including accuracy and attention to detail
- Demonstrated ability to contribute to and work within a small team and build and maintain effective working relationships
- High level of personal and professional integrity and an honest and ethical approach
- Hold a current, clean driver's licence and be able to drive the post vehicle (as required) safely in local conditions

**Additional
comments**

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- Ability to obtain and maintain appropriate security clearance (where required)
 - The position requires the job holder to carry out After Hours on-call duties
 - The job holder is expected to perform such other duties as can reasonably be regarded as incidental to the position description and such other duties reasonably within their experience and capabilities as may be required from time to time.
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