

## Position Description

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**Position Title** Administration Manager

**Post** Berlin

**Category** Locally Engaged Staff

**Reports to** Head of Mission

**Last Review Date** August 2012

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**Delegations** The position is responsible for the management of a team of 4 direct reports: EA/Public Affairs Adviser, Team Administrator x 2, Residence Housekeeper/Chancery Cleaner.  
The position has financial responsibilities in line with the Financial Delegations.

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**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 other 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.

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**About the Position** The Administration Manager is responsible for managing the overall smooth running of the Post by managing administration staff responsible for the effective and efficient running of HR, Finance, Property and Procurement in order that the strategic priorities of the Post can be achieved. This position maintains and enhances the effective running of the Post through its management of others, analysis of information and situations, problem identification and implementation of effective resolutions.

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## Relationships

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

Internal (within Post)

- Head of Mission/Post
- Other staff

External (outside Post)

- Group Business Manager, Wellington
  - Accounts Managers (eg, Finance, HR)
  - Regional Assets Manager (AMD)
  - Local Foreign Ministry
  - Administrators in other key diplomatic missions
  - Other Country Embassies
  - Other New Zealand Agencies
  - Chancery management and staff accommodation landlords
  - Local utility providers
  - Local security companies
  - Ministry appointed property and facilities management providers
  - Ministry appointed payroll provider
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## Key Accountabilities

The position has the following key accountabilities:

People Management

- Manage and develop the administration team, through application of the formal LES performance management process, to ensure staff have clear definitions of role responsibilities and accountabilities and clearly understand their performance goals in order to support the delivery of the post's strategic objectives.
- Support, coach and mentor team members, fostering a culture of learning, good team spirit, and acknowledging team contribution and achievements.
- Manage the team and the work output to ensure all activities are achieved following the appropriate Ministry processes, guidelines and protocol and there is compliance of all internal control and audit requirements at all times.
- Identify and manage appropriate courses of action for performance and disciplinary issues such that they are suitably resolved for both employee and employer.

Human Resources (HR)

- Provide HR advice, to HOM/ HOP and other line managers of local staff, on all HR and Overseas Services policies including and not limited to recruitment, selection, performance management, disciplinary processes, parental leave, induction, training, exiting the organisation and all other employment processes and issues that arise.
- Provide HR advice, guidance and coaching and manage the attraction, recruitment and selection processes for all Locally Engaged Staff positions across the Post.
- Keep up to date with local employment legislation, briefing all Post management and the HRS Account Manager as required to ensure the Post acts within the legislation at all times.
- Build and maintain remote effective working relationships with the Account Manager (HRS) keeping them up to date with local staffing issues and any changes in local employment law.

### Property & Facilities

- Ensure effective working relationships are built and maintained with property and facilities service providers to efficiently account manage the contractual delivery and Service Level Agreements in a timely manner.
- Develop effective working relationship with Chancery building management and staff housing 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 and negotiating favourable terms for the benefit of the Embassy.
- Ensure accurate contract documentation is developed and maintained, and approved invoicing and payment procedures are followed.
- Develop and maintain effective remote working relationships with the Regional Asset Manager and the Procurement Manager in head office seeking guidance and advice as required.
- Ensure Chancery and seconded staff accommodation is adequately protected.

### Finance

- Develop financial forecasts, outlooks and budgets for the Post, analysing the information and making budget management recommendations and presenting for approval.
- Identify any financial budget risk and mitigating actions, formulating recommendations to be presented and approval gained by Post Management.
- 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.
- Maintain up-to-date records of financial authorities, commitments and internal controls.
- Identify any financial process internal control risk and identify mitigating actions, formulating recommendations to be presented for approval by Post Management.
- 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.
- Provide back-up in the absence of the Team Administrator (Finance).

### 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 style guide, travel policy, procurement requirements, delegations, and timely delivery of internal reports.
- Assist with the delivery of visits and events logistics support for

- official visits.
- Provide support with, and help to organise, representational and official functions and events.
- Assist with accurate and timely two-way translation services for all general and official correspondence, documents, media and other publications etc.
- Maintain and update the Consular after-hours duty roster, make changes when officers swap, and re-circulate periodically.
- Maintain drivers' schedules.
- Participate in after hours and on-call consular arrangements and provide back-up in the absence of the Consular Adviser/Team Administrator.

#### Organisational Responsibilities

- Ensure all Post policies and procedures are adhered to.
- Be aware of and adhere to the Health and Safety policies and procedures.
- 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

- Be familiar with the Post Security Instructions and adhere to these at all times.

#### Other

- Act as Relief receptionist (along with other locally employed staff)
- Maintain an up-to-date Desk File
- Driving and other duties as required

### **Qualifications Skills Experience**

You must have the following qualifications, skills and experience:

- Relevant business or formal qualification and/or significant previous successful experience and knowledge of running the administration of an office, including reviewing and developing the office processes and systems to ensure effective, efficient and streamlined processes are in place
- Experience in delivering through others, directly managing leading and motivating staff, including mentoring and developing staff potential
- Hold a current, clean driver's licence and be able to drive post vehicles (as required) safely in local conditions
- Ability to work in and build effective relationships across a multi-cultural, political and complex environment often remotely
- Demonstrated ability to be diplomatic and calm in all circumstances and support those representing the interests of New Zealand
- Experience in providing HR advice and guidance including recruitment process and dealing with staffing issues as they arise
- Experience of financial management, analysis and administration procedures in an office environment
- Experience in managing external providers and building and maintaining relationships both face to face and remotely to achieve successful outputs
- Experience in negotiating legal terms for lease renewals and the procurement of assets
- Demonstrated influencing skills
- Proven ability to identify risk and mitigating actions, and present

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recommendations for management for approval whilst demonstrating the use of sound judgement in these

- Possesses a strong achievement/delivery focus – sets high standards including accuracy and attention to detail
  - 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 backgrounds
  - Well-developed planning and organisational skills, including ability to prioritise tasks effectively and work under pressure
  - Excellent written and oral communication skills both in English and German and the ability to provide informal translation services
  - Demonstrated ability to contribute to and work within a team and build and maintain effective relationships
  - Highly competent in the Microsoft Office suite
  - Displays personal integrity and an honest and ethical approach.
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- The position requires the job holder to carry out 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 from time to time.

**Additional  
Comments**