

## Position Description

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<b>Position Title</b>	Consular Adviser / Team Administrator (Finance)
<b>Post</b>	<a href="#">The Hague</a>
<b>Category</b>	Locally Engaged Staff
<b>Reports to</b>	Administration Manager

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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 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 Consular Adviser / Team Administrator (Finance) is responsible for providing advice and assistance to distressed New Zealanders in countries to which the post is accredited, and for providing general administration support with a particular emphasis on financial activities to ensure the efficient and smooth running of the office.

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

**Internal (within Post)**

- Head of Mission
- Other seconded staff
- Administration Manager

**External (outside Post)**

- Consular Advisers
- Local Foreign Ministry
- NZ government agencies e.g. Interpol, Internal Affairs
- Consular staff in other key diplomatic missions
- Honorary Consul network
- Local police, government authorities, ambulance and medical services, funeral directors

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**Key accountabilities** The position has the following key accountabilities:

Responsible for assisting the Consul in ensuring the welfare and protection of New Zealanders in the Netherlands, Norway, Denmark and Finland, in accordance with consular policy and instructions, including by:

**Consular**

- Understand complexity and nuances of the local environment in order to develop solutions for NZ citizens requiring consular assistance.

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- Provide advice to NZ citizens in countries to which the Post is accredited, including where they have a lost or stolen passport, where emergency funds are required, where they have been arrested, where an English speaking lawyer is needed, and in 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.
  - Facilitating the notification of death, repatriation and other arrangements for deceased New Zealanders
  - Keep Wellington Consular Division is 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 a database of lawyers and local notaries who can provide legal and notarial services.
  - Preparation and signing of various statutory documents under the appropriate delegation.
  - Assist diplomatic staff in emergency response situations requiring consular input.
  - Keeping contingency plans up-to-date
  - Manage the post RONZ (Register of New Zealanders Overseas) 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.
  - As required, participate in after hours and on-call consular arrangements.
  - Ensuring Embassy staff are kept up to date with Consular procedures and providing training where necessary.

Providing services on behalf of other New Zealand government departments, by:

- Responding to enquiries about passports, extensions and endorsements.
- Issuing Emergency Travel Documents, maintaining stock items for these documents and reporting to Department of Internal Affairs in Wellington.
- Responding to enquiries about citizenship.
- Responding to enquiries from New Zealanders about social security, working holiday arrangements, residence/employment in The Netherlands, legal processes, birth/marriage/death/single

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status certificates.

- Assisting with General Elections.

### **Finance**

- Responsible for collating invoices, coding and distributing to approving officers for signature, attaching relevant information as required.
- Entering payments and journals into the Financial Management System (Navision).
- Creating new suppliers in Navision (and bank electronic payment system).
- Processing all payments (electronically) and ensuring these are signed off by approving officers.
- Process claims for travel and representation.
- Reconcile corporate credit card expenditure.
- Managing Post routine expenses budget accounts.
- Assisting Administration Manager with all budget exercises including providing costs/quotes/account analysis.
- Collation and preparation of VAT tax refund application according to tax department guidelines.
- Ensuring recovery of staff personal charges via the recoveries account.
- Monitoring vehicle running sheets, maintenance records and processing driver's overtime payments.
- Process and monitor Ambassador's domestic staff time sheets and record time-in-lieu.
- Alcohol audit stock control.
- During Administration Manager leave/absence responsible for bank reconciliation and financial month-end procedures.

### **Administration**

- Main responsibility for Embassy reception and PABX (telephonist duties).
- Provide backup assistance with verbal and written translation between English and the local language, or source externally as required.
- Undertake general administration.
- Provide administration support to the Administration Manager and Deputy Head of Mission.
- Provide support for Diplomatic Staff on designated activities.

Assist the Administration Manager with property matters, including:

- make appointments for maintenance works
- assisting with inventory assessments
- obtain quotes and organise contractors/suppliers
- Assist the Administration Manager with recruitment of new staff, including co-ordination of advertising and consolidating candidate information.
- Maintenance of post contacts databases.
- Updating Duty Officer Roster.

### **Organisational Responsibilities**

- Ensure all Ministry 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**

- Undertake driving duties as required.

### **Qualifications, skills and experience**

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You must have the following qualifications, skills and experience:

- A relevant tertiary qualification and / or previous work experience in a relevant industry (e.g. hospital, police, military, insurance) which has a strong customer focus
  - One to two years' experience in a business administration role with a focus on financial management and reporting
  - 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
  - Demonstrated experience of finance functions and processes in an office environment
  - Proven numeracy and basic analytical skills
  - Sound knowledge of local governmental and administrative systems, customs and practices, trends and issues and cultural, political and social environments
  - Excellent written and oral communication skills (in both English and the local language)
  - Demonstrated ability to build and maintain effective relationships and work effectively in a team environment
  - Highly competent in Microsoft Office suite
  - Well-developed planning and organisational skills, including ability to prioritise tasks effectively and work under pressure
  - Strong customer focus, with the ability to communicate effectively with a diverse range of people
  - Possesses a strong achievement/delivery focus – sets high standards including accuracy and attention to detail
  - Ability to work autonomously and within guidelines, demonstrating the use of sound judgement
  - Demonstrated commitment to continuous improvement, including adaptability and openness to change
  - Ability to anticipate issues and problems and think of creative solutions
  - Displays personal integrity and an honest and ethical approach
  - Hold a current, clean driver's licence and be able to drive post
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vehicles(as required) safely in local conditions

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**Additional  
Comments**

- Ability to obtain and maintain appropriate security clearances.
  - 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.
  - The position requires the job holder to carry out on-call duties
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