Position Description

Position Title Administration Manager

Post GENEVA

Category Locally Engaged Staff

Reports to Ambassador UN /Disarmament as Head Of Mission

Last Review Date September 2012

Delegations

The position is responsible for the management of a team of four direct reports.

The position has the financial responsibilities of:

- Budget Manager
- Approving Officer
- Banking Officer
- Cheque Signing Officer
- Authority to sign-off bank reconciliations

Financial

Total Operating budget CHF3,485 million (across two budgets one for UN/Disarmament and one for WTO)

About the Post

The New Zealand Mission to the United Nations, Conference on Disarmament, and World Trade Organisation 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 multilateral community including individual member states, UN and associated organisations, WTO and other accredited international bodies (e.g. WIPO, IOM, IMO, ICRC, UNITAR where required, that enables the New Zealand Government to achieve more than they could alone.

The Mission 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 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, Procurement, Physical Security and Consular 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 in a complex environment.

Relationships

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

Internal (within Post)

- Head of Mission / Post
- Ambassador (WTO)
- · Other seconded staff
- Domestic staff at UN and WTO Residences (2)
- LES policy staff
- Group Business Manager, Wellington
- Account Managers (e.g. Finance, HR)
- Regional Assets Manager (PCM)
- Information Technology (key staff)

External (outside Post)

- Local Foreign Ministry
- Administrators in other key diplomatic missions
- Australian Regional Property Officer (Geneva) landlord representative of chancery complex
- Other UN and WTO missions
- Other New Zealand Agencies
- Geneva city authorities, including Protocol Office
- Office for Administration municipality of Grand Saconnex
- UN Security office
- New Zealand Mission lawyer
- Local utility providers
- Local service providers
- Local security companies
- Ministry appointed payroll provider

Key accountabilities

The position has the following key accountabilities:

People Management

- Manage and develop the administration team ensuring 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
- Provide back up when Team Administrators (Finance), (Consular and Property) are on extended periods of leave.
- 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, guidance 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 action, 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
- Maintain leave schedule to ensure adequate and appropriate levels of staffing during periods of summer holiday, and extended holidays.
- Build and maintain relationships to account manage the contract with the external payroll provider, and Contract Manager in Wellington to ensure accurate and timely salary runs for local staff and seconded staff allotments, accuracy of local staff leave recording and delivery of management reporting and employment law changes
- Keep up to date with local employment legislation, briefing all Post management and the HRS Account Manager as required to ensure the Posts 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

- 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
- Ensuring property is proactively managed with programmes for maintenance, and renewal for the Chancery, two Official Residences (UN and WTO), and six leased staff properties;
- 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, (including where appropriate in dual languages of French and English) 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

Finance

- Manage the two separate post budgets UN and Disarmament and WTO
- Manage and support the Team Administrator (Finance) to 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
- Identify any financial process internal control risk and identify

- mitigating actions, formulating recommendations to be presented for approval by Post Management
- In consultation with Team Administrator (Consular and Property) 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.

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.
- Build and maintain a positive working relationship with the regional Technician seeking guidance and advice as required
- Assist with simple verbal and written translation between English and the local language, or source externally as required.
- Draft correspondence including formal communications with the host country as required.

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.

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.

Security

- Manage Post security processes, ensuring appropriate protocols are followed at all times
- Liaise with security staff at other missions, Swiss Foreign Ministry, and local police to ensure you are well informed on local security environment and potential risks.
- Manage the post security ensuring that information maintained as required, returns completed on time and systems managed to the required standards
- Identify and arrange appropriate protective security for post staff and visiting New Zealand VIPs

Consular Management

- Manage all post Consular and cross accredited consular matters ensuring Consular policy adhered to, major issues escalated to the Head of Mission and Consular Division informed
- Ensure that all Consular work is logged within ICONZ, actively managed and reporting completed on time
- Promote the safe travel website and manage the RONZ database for the post to ensure information is current and ready for use in the event of an emergency
- Oversee and participate in after hours and on-call consular assistance.

Other

Undertake driving duties as required.

Qualifications, skills and 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
- Ability to work in and build effective relationships across a multicultural, 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 terms for lease renewals and the procurement of assets
- Demonstrated influencing skills
- Proven ability to identify risk and mitigating actions, and present 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 as well as the local language and the ability to provide informal translation and interpretation 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
- Hold a current, clean driver's licence and be able to drive post vehicles (as required) safely in local conditions.

Additional Comments

- Ability to obtain and maintain appropriate security clearances.
- Capacity to communicate in French will be an advantage.
- 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.

