

## Position Description

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**Position Title** Team Administrator (12 months fixed term)

**Post** Ha Noi

**Category** Locally Engaged Staff

**Reports to** Second Secretary (Administration)

**Last Review Date** February 2013

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**Delegations** The position does not have any direct reports.

The position has no delegated financial responsibility.

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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 Team Administrator plays a major role to ensure the smooth running of the Post by assisting the Ambassador and other Embassy staff with providing office administration, reception and back-up driving duties in order that the strategic priorities of the Post can be achieved.

This is a 12 month fixed-term position. The hours of work will be part-time for 20 hours per week Monday-Friday between 1-5pm. Additional after hours driving duties may be available.

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### Relationships

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

Internal (within Post)

- Ambassador
- Seconded staff
- Other locally engaged staff
- International Development Group (IDG).

External (outside Post)

- Administrators in other key diplomatic missions
- Local Government Contacts (e.g. Education, development agency)
- Other New Zealand Agencies

## **Key accountabilities**

The position has the following key accountabilities:

### **Administration**

- Assist with reception duties and services, including answering and redirecting all incoming telephone calls, making outgoing calls, taking messages and providing general information to callers and counter clients.
- Provide miscellaneous administrative support services to seconded staff e.g., email and call screening, general enquiries, placing of calls, scheduling appointments and diary management, coordination of inwards invitations, meeting and greeting and provision of hospitality to visitors, drafting of correspondence for seconded staff signature etc.
- Provide general administrative services such as filing, photocopying, faxing documents, document collation, internal mail distribution, general delivery and other miscellaneous services and functions as/when required.
- Assist with the organisation of functions, meetings, presentations, conferences and workshops including logistical arrangements and documents as appropriate.
- Assist with scanning documents for electronic filing and mail processing.
- Manage and assist NZAID staff with ELTO and NZDS students - facilitate arrangements for medical checks and IELTS language training.
- Maintain and update SIMS database which manages NZDS students.

### **Driving (back-up)**

- Provide back-up driving for Team Administrator/Driver during absences, including after hours as required.
- Provide safe and punctual driving services to all passengers, including assisting with luggage etc.
- Deliver invitations, official correspondence and other miscellaneous items on behalf of the Embassy when required.
- Maintain accurate vehicle running sheets for Embassy vehicles.
- Ensure availability through a cell phone at all times while on duty.
- Be available for after hours driving duties 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.

### **Other**

- Undertake other duties as required.

**Qualifications,  
skills and  
experience**

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You must have the following qualifications, skills and experience:

- Several years of experience in an administrative support role
- Excellent written and oral communication skills both in English and Vietnamese
- Attention to detail and thoroughness in following through tasks
- Ability to work autonomously within guidelines, identify problems and solutions, and demonstrate the use of sound judgement in these
- Possess 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
- Demonstrated ability to contribute to and work within a team and build and maintain effective relationships
- Strong customer focus, with the ability to communicate effectively with a diverse range of people
- Ability to anticipate issues and problems and think of creative solutions
- High degree of competence in the Microsoft Office suite
- Display 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**

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- 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.