

## Position Description

<b>Position Title</b>	Executive Assistant / Consular Adviser
<b>Post</b>	New Zealand Embassy Ha Noi
<b>Category</b>	Locally Engaged Staff
<b>Reports to</b>	Administration Manager & Consul
<b>Last Review Date</b>	January 2014

**Delegations** The position has no financial responsibilities.

**About the Post** The Embassy represents the New Zealand Government to the highest standards of professional excellence in diplomacy, trade negotiations, international development and consular services, to maximise New Zealand's interests in Viet Nam. The Post takes a distinctively New Zealand approach, reflecting New Zealand's diversity and heritage. Our vision is to give New Zealand an edge in Viet Nam and internationally. Our values are professionalism, leadership, respect, collaboration and innovation.

**About the Position** The Executive Assistant/Consular Adviser is responsible for providing PA support to the Ambassador, other administration functions to the Embassy to ensure the smooth and efficient operation of the office and provision of consular advice and assistance to New Zealanders in Viet Nam.

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

Internal (within Embassy and MFAT)

- Ambassador, other seconded and locally engaged staff at the Embassy and Official Residence
- Group Administration Manager, Wellington
- Consular Division, Wellington

External (outside Embassy)

- Foreign Ministry
- Administrators and consular staff in other key diplomatic missions
- Other Government Contacts
- Other New Zealand Agencies, including those accredited to Viet Nam
- New Zealand Consulate-General in Ho Chi Minh City
- Local police, government authorities, ambulance and medical services, funeral directors
- Service providers, including catering firms, hotels

## Key accountabilities

The position has the following key accountabilities:

### **Administration and Personal Assistance support**

- Provide PA and administrative services to the Ambassador e.g., email and call screening, placing of calls, scheduling appointments and diary management, coordination of inwards invitations, meeting and greeting of and provision of hospitality to visitors, drafting of correspondence for the Ambassador's signature etc.
- Manage the mail process, including airfreight bags and couriers.
- Arrange and organise functions, meetings, presentations, conferences and workshops including venues, catering and associated agendas and documents as appropriate.
- Undertake general administration, including managing representational gift stocks, scanning documents for electronic filing, destruction of classified waste, managing Embassy library, maintaining official Ministry registers ie, Art, Assets etc, and other duties as required.

### **Communications and Public Diplomacy**

- Coordinate organisation and management of outreach, cultural or media events in Ha Noi (i.e Kiwi Drinks, New Zealand film festival, HIWC bazaar)
- Respond and reply to all general enquiries as required.
- Assist with provision of content and updating Embassy's public diplomacy tools, including social media, website and intranet site as required.

### **Visits and Events**

- Assist with the management with logistical aspects of official visits and events including preparation of guest lists, invitations, programmes, briefings, run sheets and other documentation, maintaining contact database, organising appointments and logistics, etc.
- Coordinate visit programmes for seconded staff including booking travel, arranging accommodation and travel advances.
- Provide logistical assistance to New Zealand attachés accredited to Viet Nam (Defence, Police, Customs and Education) during and between accreditation visits.

### **Consular**

- Provide advice and assistance to New Zealand citizens in Viet Nam. Situations where advice can be required include:
  - a 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 need to be made
  - crisis situations, such as civil unrests or natural disasters.
- Ensure Consular Division in Wellington is kept informed of progress of complex or high profile 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.
- When required, prepare various statutory documents for signature by seconded staff, including the receipt of any applicable fees.
- Assist the Administration Manager & Consul in emergency response situations requiring consular input.

- Manage the post RONZ database to ensure registrant details are current and use this network to communicate with New Zealand citizens in emergency situations or potential emergency situations.
- Promote the safetravel website, including the registration of New Zealanders.
- As required, participate in after hours and on-call consular arrangements.

### **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**

Other duties that may be required by Ambassador to contribute to the smooth and efficient functioning of the Embassy

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

You must have the following qualifications, skills and experience:

- Five to six years' proven experience in a secretarial or administration support role to a manager and/or team
- 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
- Sound knowledge of local governmental and administrative systems, customs and practices, trends and issues and cultural, political and social boundaries
- Excellent written and oral communication skills (in English; proficiency in Vietnamese is desirable)
- Demonstrated ability to build and maintain effective relationships and work effectively in a team environment
- Excellent Microsoft Office suite skills
- 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 range of people
- Possess 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

**Additional  
Comments**

- Must be a citizen of New Zealand, Australia, Canada, UK or the US and able to obtain and maintain a New Zealand Government security clearance.
- 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.