Position Description

Position Title	Consular Adviser / Team Administrator
Post	Ankara
Category	Locally Engaged Staff
Reports to	Administration Manager
Last Review Date	July 2012
Delegations	This position has no financial delegations.
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 achieved by building connections and relationships with the host Country that enables the New Zealand Government to progress key foreign and trade policy and consular objectives. The Post 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 Consular Adviser / Team Administrator is responsible for providing advice and assistance to distressed New Zealanders in countries to which the post is accredited, coordinating contingency planning for Turkey and the Post's cuontries of accreditation and for undertaking administration a set of defined tasks to help ensure the efficient and smooth running of the office.
Relationships	The position is required to build and maintain the following relationships: Internal (within Post) • Head of Mission • Other seconded staff • Administration Manager • Consular Advisers • Other Locally Engaged Staff External (outside Post) • MFAT Consualr Division • 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 • Hospital and prison visits provider [where outsourced]
Key accountabilities	The position has the following key accountabilities: **Consular**

- Understand complexity and nuances of the local environment in order to develop solutions for NZ citizens requiring consular assistance.
- 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.
- Keep MFATConsular Division 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.
- Work with MFAT Consular Division and seconded staff to maintain current and effective consular contingency plans for Turkey, Israel, Jordan and the oPtto ensure that they are kept current.
- 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 the HOM 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 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.
- Arrange the issue of Emergency Travel Documents as required.

Administration

- Manage the mail process, including airfreight bags and couriers.
- Oversee and coordinate emergency planning and procedures.
- Act as the Post Health and Safety Adviser including responsibility for coordinating health and safety briefings, training and drills as appropriate.
- Assist in arranging functions, meetings, presentations, conferences and workshops including venues, and associated agendas and documents as appropriate.
- Coordinate and oversee post electronic filing.
- Reception and telephonist duties.
- Under the supervision of the Administration Manager, ensure the leave records for staff are kept updated.
- Maintain staff list and NOK details.

- Maintain office, stationery amd cleaning stocks for the office.
- Maintenance of the office machinery, including the fax machine and photocopiers.
- Manage the register of Works of Art and assist with carrying out the annual audit.
- In conjunction with the Policy Adviser ensure the Post's website and intranet site are kept updated.

Organisational Responsibilities

- Ensure all post policies and procedures are adhered to.
- Be aware of and adhere to the Health and Safety policies and procedures.
- Demonstrates an awareness of and acts consistently with Post and Ministry values.
- Contribute to Post-wide projects and emergency response situations.
- Be aware of and adhere to the Post's LES Code of Conduct.

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.

Technology

- Provide assistance with the installation and movement of IT equipment.
- Following Ministry procedures identify IT equipment to be disposed of and seek approval from Wellington.

Security

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

Other Duties

- Undertake driving duties as required.

Qualifications, skills and experience

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
- 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 environments
- 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 vehicles(as required) safely in local conditions
Additional Comments	• A high level of oral and written skills in English and Turkish or Arabic or Hebrew will be considered an advantage in this role. • 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