

REPORTS TO	LOCATION	DIRECT REPORTS	GROUP
Trade Commissioner, Kaikōmihana Hoko	Various	Nil	International

“Our purpose is to grow companies internationally – bigger, better, faster – for the good of New Zealand”

“Tā mātau whai kia whakakaha kamupene – kia nui ake, kia pai ake, kia tere ake – mō Aotearoa ngā whiwhinga”

WHY IS THIS ROLE IMPORTANT? | TE MANA Ō TE MAHI?

To provide customer focussed support to enable the office and NZTE operations to run efficiently and effectively – freeing up the team to focus on customer growth.

WHAT’S THE ROLE ABOUT | TE NGAKO Ō TE MAHI?

The most important work of this role is to...

Consular Services

Oversee and manage Post’s consular services to assist, and protect the rights of, New Zealanders in market. This includes:

- Advising and assisting distressed New Zealanders, as well as the families of deceased New Zealanders in the event of a death
- Advising on citizenship and passport enquiries
- Performing legal and notarial services
- Providing support to other staff with consular responsibilities in Market and in New Zealand
- Understanding the complexity and nuances of the local environment in order to develop solutions for New Zealand citizens requiring consular assistance.
- Building up effective relationships with local authorities and other like-minded Consulates to share information and advice on dealing with consular issues.
- Manage complex consular cases and ensure the Consul-General and NZ High Commission/NZ Embassy are kept informed of complex or high profile cases and minimise the risk associated with this
- Ensure that all consular work is logged within SafeCase, actively managed and reporting completed on time.
- Promote the SafeTravel website to ensure information is current and ready for use in the event of an emergency.
- In consultation with the NZ High Commission within Market lead contingency and emergency response planning for the Consulate-General, and review contingency plans on a regular basis to ensure information is up to date.
- Develop and maintain relationships with consular counterparts at key diplomatic missions in Market.
- Update and maintain Consular support contact list and organise periodic meetings/lunches with support people with the Consul General in attendance.
- Draft Consular correspondence and other duties as required.

Agency Services

- Proactively manage the Consulate phone, reception and email inquiries, ensuring that the Consulate hours are maintained and that inquiries are managed in a professional and timely manner.
- Receive visitors to the office who are coming for legal/notarial work, process paperwork and collect fees for this work and review documents in advance for completeness and accuracy.
- Assist the Electoral Commission with general elections, by-elections and referendums and ensure New Zealand citizens in Market have access to information for voting.
- Provide assistance and information to residents and visiting New Zealanders.
- Support NZ Citizens in detention and in prison, and keep contact with their family.
- Support NZ High Commission or ministerial visits to Market.
- Assist the Consul General and Consulate with prioritising the attendance of functions and events by providing input on the relevance and importance of many invitations received.
- Support Consul General government facing activity through building and maintain strong relationships with other consulate offices, and in Market government agencies.
- Maintain strong working relationships with "NZ Inc" partners including the NZ High Commission, Ministry of Foreign Affairs Consular Division, New Zealand Police, Immigration New Zealand.
- Build and maintain strong relationships, open communication and information exchange with fellow Consul Officers and work closely with Personal Assistants from other Consulates.

Success in this role means:

In this position successful delivery will utilise a range of your skills and experience. For this position NZTE will look for and recruit talented people who can demonstrate they have the following attributes:

- Excellent oral and written communication skills, including excellent listening skills and the ability to provide high levels of interpretation and translation services.
- Excellent relationship management and interpersonal skills at senior levels and formal government "VIP" settings
- The ability to deal with distressed people with empathy and consideration.
- Ability to remain calm and in control when working in situations of distress and pressure.
- Highly developed organisational skills with the ability to multi-task and work to competing deadlines and the ability to be self-directed, motivated and achieve required outcomes.

WHAT CAPABILITIES ARE NEEDED TO SUCCEED | Ō PŪKENGA?

- **Composure** - Is cool under pressure; Does not become defensive or irritated when times are tough; is considered mature; can be counted on to hold things together during tough times; Can handle stress; is not knocked off balance by the unexpected; doesn't show frustration when resisted or blocked; is a setting influence in a crisis.
- **Flexible** – Able to be proactive and reactive all at the same time, managing multiple priorities and eliminating roadblocks without being knocked off balance by the unexpected. Can effectively cope with change, can decide and act without having the total picture. Ability to be self-directed and motivated, counted on to get the job done among tight and competing deadlines.
- **Problem solver** – use initiative, be forward thinking and decisive with decision making while staying cool under pressure. Super attention to detail, incredibly accurate and with great presentation skills. Knowledge and understanding of business processes, including financials, risk analysis, legal processes, and evaluation.

- **Political Savvy** - Can manoeuvre through complex political situations effectively and quietly; is sensitive to how people and organisations function.
- **Extras** – Tech savvy with skills in using personal computers including the suite of MS office software (Word, Excel, Power Point) and database software.

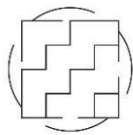
Our characters | Ō mātou uara

- **Ambition drives us** – Our ambition for our customers is high, and we always rise to the occasion. We help meet their business expectations by expecting greatness of ourselves.
- **Adventure teaches us** – Experimentation is more powerful than perfection, as only through learning from our missteps can we truly succeed. That's why 'giving it a go' is the best way to learn.
- **Honesty frees us** – We explore challenges with an open mind. Only when we ask questions and truly listen can we discover the right way forward.
- **Trust binds us** – Our people may be worlds apart, but it's trust that holds us together. Growing a nation is only possible when we keep promises and honour commitments.
- **Manaaki is us** – We celebrate the mana (strength and dignity) of each other as being equal to or greater than our own. We strive to enhance mana in everything we do through our hospitality, generosity and mutual respect.

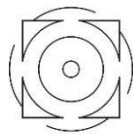
It's when these five characters work together that we truly become One Global Team – that's the real superpower of our organisation and how we achieve so much for our customers.



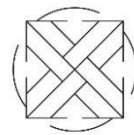
AMBITION
Drives us



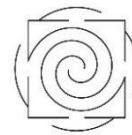
ADVENTURE
Teaches us



HONESTY
Frees us



TRUST
Binds us



MANAAKI
Is us

How we lead at NZTE | Ā mātou kawenga ki Te Taurapa Tūhono

Leadership at NZTE takes a broad definition. We see leaders as those who lead others. That can include formal people leaders, leaders through influence or those who are leading our customers. At NZTE we define leadership as "*enhancing mauri to deliver impact*".



NZTE is committed to uplifting the mana of Māori as tāngata whenua and recognises Te Tiriti ō Waitangi/ the Treaty of Waitangi as Aotearoa’s founding document.