

POSITION DESCRIPTION: SENIOR CONSULAR ADVISOR, UAE & QATAR

Purpose

The Senior Consular Adviser is responsible for:

- Delivering consular assistance, advice and guidance to New Zealand citizens in the UAE and Qatar (including through other New Zealand staff at the Embassy and Consulate) and from time to time, in other agreed locations.
- Responding to emergencies and crises in country, and leading (in close collaboration with the Embassy) the preparation of Posts' (Dubai and Abu Dhabi) NZ Inc. contingency plan.
- Maintaining effective working relationships with New Zealand's consular staff in the UAE, seconded staff at Post, relevant divisions in Wellington, and with like-minded consular partners in the UAE and Qatar.

Key Accountabilities Consular Advisory functions

1. Provide advice, guidance and consular assistance to New Zealand citizens in the UAE and Qatar in accordance with the latest Consular Instructions and additional advice from Consular Division, MFAT Wellington (CON) taking into account and providing advice on the local context.
2. Manage the after-hours consular duty phone roster.
3. Provide oversight and support to other team members, including seconded staff, in providing consistent, accurate, and appropriate advice to New Zealand citizens and give feedback to the staff member (or elevate) where necessary.

Case Management

4. Keep the Embassy, relevant seconded staff, and CON updated on all consular cases by entering them into relevant consular IT systems and by email/phone after-hours for urgent cases and/or those with potential media/political interest.
5. Ensure relevant consular IT systems and records are kept up to date by ensuring that case details are entered promptly and accurately.
6. Complete the monthly statistical log for CON for Dubai and provide support to Abu Dhabi if needed.

Crisis Response Planning and Execution

7. Contribute to, and coordinate updates to, the NZ Inc. UAE contingency plan, in consultation with the Embassy, relevant agencies and Wellington Consular division. Undertake regular and robust contingency planning for emergency responses and major events, including maintenance of the Post's various crisis networks/groups.
8. Deliver emergency/crisis response activities as directed by the Ambassador, Consul General (or relevant Incident Controller) and their teams in crisis situations.
9. This would include providing and/or coordinating various consular services and liaising with other Consulate and Embassies' consular staff (particularly 'Five Eyes' partners) on their responses to a particular crisis.
10. Establish and review business continuity plans and critical incident response plans in and across the Consulate and Embassy and contribute to and assist with the management and upkeep of emergency response equipment.

Support to Visiting VIPs

11. Support the Consul General and Ambassador on relevant support for visiting VIPs to Dubai and elsewhere as appropriate.
1. Respond to General Enquiries for Personal Assistance, Advice and Information at the Consulate
12. Liaise with the receptionist to ensure accurate advice and information is given to enquirers either by phone or in person.
13. Give guidance to the Embassy when needed to ensure consistency of the advice provided between the two UAE posts and Qatar.

Notarial Support

14. Provide Notarial advice and services to New Zealanders in the UAE and Qatar. Liaise and coordinate with the Embassy staff to ensure best delivery of services across the Region.
1. Liaise with the NZ Community in the UAE and Qatar
15. Manage Safetravel registrations for the UAE and Qatar to ensure registrants' details are current. Send messages to registrants to communicate with NZ citizens in emergencies or potential emergency situations.
2. t6h Promote the Safetravel website and registration to New Zealanders in Region.
16. Provide election support for New Zealanders in the UAE and Qatar, as directed by the Electoral Commission.
17. Maintain and enhance consular contact with the local NZ community via business groups, key New Zealanders in-market, and cultural groups.

ANZAC Day Support

18. Liaise with ANZA on the arrangements in Dubai for ANZAC Day commemorative services.
19. Assist when requested by Consular and approved by the Consul General, with on the ground support in Gallipoli.

Build Professional Relationships

20. Maintain effective working relationships with other Consulate and Embassy staff, consular partners from other countries, service providers and CON to facilitate a collaborative and joined up approach to the overall management of consular cases.
21. Maintain up to date lists of key contacts for the UAE and Qatar, including contact details for English-speaking lawyers, local notaries who can provide legal and notarial services, Police, hospitals, mental health providers and local funeral directors.

Training and Coordination

22. Ensure consistency of advice given to NZ citizens by duty personnel and other staff where relevant.
23. Provide ongoing and bespoke training on relevant consular topics where needed by staff at Post.