



NEW ZEALAND
COMMERCE AND INDUSTRY OFFICE
Te Mata o Aorere
紐西蘭商工辦事處

POSITION DESCRIPTION

Position Title

Policy Adviser (Political and Public Affairs)

Reports to

Deputy Director, NZCIO

Date Updated

March 2024

About NZCIO

The New Zealand Commerce and Industry Office is responsible for the pursuit and development of New Zealand's trade, economic and cultural interests with Taiwan and for providing consular services.

Our values are:

Impact - We achieve for New Zealand, everyday, everywhere

Kotahitanga - We draw strength from our diversity

Courage - We do the right thing

Manaakitanga - We honour and respect others

Diversity and Inclusion

We aspire to be a workplace that values and utilises diverse and inclusive thinking, people and behaviours. This means that our staff reflect the diversity of New Zealand and the places we work in, and that the contributions of staff with diverse backgrounds, experiences, skills and perspectives are valued and respected.

About the Position

The Policy Adviser (Politics and Public Affairs) works to the Deputy Director and covers public affairs, domestic political and social issues, and consular support.

- The public affairs component of the position includes managing NZCIO's online presence, events and cultural exchange activities.

- The domestic politics and society part of the role supports the NZCIO's engagement with domestic organisations, the arts and culture sector and think tank/academics. It also supports connections between indigenous peoples in New Zealand and Taiwan.
- As part of NZCIO's consular team, the position provides support for New Zealanders in distress who seek help from the Office and contributes to NZCIO's emergency response planning and capability.

The role includes providing interpretation support for non-Chinese speaking staff, monitoring local Chinese language media, conducting research and analysis and preparing reports, briefings and other documentation.

Key Accountabilities

The following key accountabilities of this role assist in delivering the role's purpose.

Policy Development and Delivery

- Research and identify important domestic political trends, significant political actors, and influential contacts relevant to New Zealand's interests and workstreams under the ANZTEC Economic Cooperation Agreement (focusing on indigenous cooperation and film co-production).
- Develop and maintain contacts within New Zealand agencies, other foreign offices, Taiwan's administration, trade and business organisations, relevant research/academic institutions, media and other organisations of interest.
- Monitor, analyse and summarise media and online sources on issues that are of relevance and interest to New Zealand and the bilateral relationship.
- Maintain up-to-date resource material such as contact databases.
- Support Director and other staff on official calls and travel, including planning programmes and preparing briefing for meetings.
- Develop proposals and programme objectives for visitors to Taiwan from New Zealand to support workstreams.
- Respond to general policy enquiries from the public.

Communications and Public Diplomacy

- Working with Policy Adviser (Economic), contribute to the development of the Office's communications and public diplomacy plans and assist in their implementation.
- Implement effectively the post's social media information and public affairs programme, with the objective of raising New Zealand's profile and broadening a New Zealand constituency in Taiwan.
- Assist in identifying, developing, organising and undertaking constituency-building liaison, public diplomacy and profile-raising events and functions that promote New Zealand's interests.

Consular support

- Provide advice to NZ citizens in Taiwan, 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).
- Maintain effective working relationships with the Ministry of Foreign Affairs and Trade's Consular Division and external service providers to facilitate a collaborative and joined up approach to the management of consular cases.
- Understand complexity and nuances of the local environment in order to develop solutions for NZ citizens requiring consular assistance.

- Work with national and international hospitals and prisons to ensure NZ citizens have access to appropriate advice and services to ensure that they are treated fairly and have access to independent legal advice where required.
- Manage the Safetravel website and registration of New Zealanders to ensure registrant details are current, and use this network to communicate with New Zealand citizens in emergency situations.
- Ensure the consular management system is 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.
- Assist the Director and Deputy Director in emergency response situations requiring consular input and in ensuring appropriate emergency response planning is in place.
- Participate in after-hours and on-call consular arrangements.

Translation and Interpretation Services

- Provide accurate interpretation services at official meetings and functions involving NZCIO staff as required.
- Provide accurate and timely two-way translation for general and official correspondence, documents, media and other publications as required.

Relationship and Knowledge Management

- Develop and maintain key relationships both internally and externally in order to advance the Office's objectives
- Contribute to the continuous development of the organisation's knowledge base by using the organisation's internal systems, sharing information and data with relevant internal stakeholders

Organisational Responsibilities

- Understand the organisation's strategic priorities and how this role contributes to the framework.
- Understand and apply the strategic context in which the organisation operates, including priorities and perspectives of New Zealand, partner agencies and external stakeholders
- Demonstrate the organisation's values, goals, policies and procedures in all aspects of work, and Support a culture of learning and sharing of experiences.
- Ensure all NZCIO policies and procedures are adhered to, including the Code of Conduct.
- Be familiar with NZCIO Security Instructions and adhere to these at all times.
- Be aware of and adhere to the Health and Safety policies and procedures (see below).
- Contribute to office-wide projects and emergency response situations.
- Understand or be willing to learn tikanga and Treaty of Waitangi principles and have sufficient appreciation of Te Reo Māori to be able to apply the organisation's Māori dimension in relevant ways.
- Identify and participate in opportunities for learning and development, including through regular coaching and mentoring, to build specialised skills, knowledge and experience.
- All other duties as requested by the employer. 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 required from time to time.

Back-up Support

- Provide back-up support to the Policy Officer (Economic) as required.
- Provide back-up support to the Executive Assistant/Consular Adviser on administrative support and media liaison.

Health and Safety

NZCIO is committed to providing a safe and healthy working environment for all staff.

You are responsible for:

- taking reasonable care of your own and other's health and safety and being mindful of the effect of your actions (or lack of action) on the health and safety of others
- complying with reasonable instructions to ensure the organisation is able to comply with the New Zealand Health and Safety at Work Act 2015
- cooperating with health and safety policies and procedures
- identifying and reporting hazards, injuries, illness and incidents (including near misses) that arise from your work or in the workplace
- identifying and eliminating or mitigating health and safety risks so far as reasonably practicable and consulting with others in doing so
- raising health and safety matters with your manager or health and safety representative (or contact as appropriate)
- ensuring that all health and safety incidents, injuries, near misses are immediately reported
- ensuring that significant hazards and risks or critical incidents are drawn to the immediate attention of your Manager.

Qualifications, Skills, knowledge & experience

You must have the following qualifications, skills and experience:

- Post graduate tertiary qualification
- Experience in developing policy advice
- Good research and information data analysis skills
- Ability to think critically and analytically, to anticipate issues and problems, and think of creative and effective solutions
- Demonstrated ability to contribute to and work within a team
- Excellent written oral and communication skills (in both English and Taiwanese Chinese) and ability to use those to interpret and translate
- Competent in Microsoft Office Suite, including strong skills in Outlook, Word, Excel and Powerpoint
- Familiar with design software, eg Canva and Photoshop, and film editing software
- Familiar with Facebook and Instagram analytics
- 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 including high standards of accuracy and attention to detail
- Ability to work autonomously and within guidelines, demonstrating the use of sound judgement
- Display personal integrity and an honest and ethical approach

Relationships

The position is required to build and maintain effective relationships:

Internal (within NZCIO)

- Director and Deputy Director
- Other NZCIO staff

External (outside NZCIO)

- Local contacts in Taiwan, e.g. government/think tanks/academics/media/NGOs
- Staff in New Zealand government agencies
- Staff in other foreign representative offices
- New Zealand community stakeholders including Māori/iwi groups

Mandatory Role Requirements

- The right to work in Taiwan (through residence or visa)
- The ability to obtain a local Police clearance