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| **Position Title - Ingoa Tūranga**  **Administration Manager, NZCIO Taipei** |  |
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| **Role**  **Locally Employed** | |
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| **Reports to - Menetia**  **Director of NZCIO** | |

**About NZCIO - Mō Te Mata o Aorere**

The New Zealand Commerce and Industry Office (NZCIO) is responsible for the development of New Zealand’s trade, economic and cultural relations with Taiwan, and for providing consular services to New Zealand citizens.

NZCIO’s values are:

* **Impact:** We achieve for New Zealand, every day, everywhere
* **Kotahitanga:** We draw strength from our diversity
* **Courage:** We do the right thing
* **Manaakitanga:** We honour and respect others

**About the Position - Mō te Tūranga**

* The Administration Manager is responsible for the effective and efficient operation of NZCIO, including in the areas of human resources, finance, property and procurement, in order that the office’s strategic priorities can be achieved.

**Key Accountabilities - Kawenga Matua**

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| **Office Administration**   * Maintain consistent office practices, ensuring accuracy of processes and records. * Ensure compliance with policies, procedures, and delegations. * Coordinate staff transfers, ensuring a smooth settlement for staff and families. * Assist with basic IT troubleshooting and support. * Assist with simple verbal and written translation between English and Chinese, or source externally as required. * Draft correspondence including formal communications with local authorities.   People Management   * Manage the administration team, ensuring clear role responsibilities and accountabilities, and support the achievement of their performance goals. * Support, coach and mentor administration team members, fostering a culture of learning, good team spirit, and acknowledging team contribution and achievements. * Manage team and work output to ensure all activities are achieved in line with appropriate processes and guidelines, and there is compliance with all internal control and audit requirements. |
| **Human Resources (HR)**   * Provide advice to the Director and other managers on all HR policies including recruitment, selection, performance management, discipline, parental leave, induction, training, and exiting the organisation. * Provide guidance and coaching to staff, and manage the attraction, recruitment and selection processes for all locally engaged staff positions at NZCIO. * Manage the contract with the external payroll provider to ensure accurate and timely salary runs for staff, accuracy of local staff leave recording, and delivery of management reporting. * Keep up to date with local employment legislation, briefing managers as required to ensure the NZCIO acts within Taiwanese legislation at all times. |
| **Property & Procurement**   * Maintain effective working relationships with property and facilities service providers to efficiently manage contractual delivery and service level agreements. * Manage the procurement process for property and technical assets, identifying and recommending the best options. * Manage the process of leasing properties from negotiations through to contracting and ensure leased properties meet New Zealand standards. * Ensure accurate contract documentation is prepared and maintained, and approved invoicing and payment procedures are followed. * Develop and maintain effective remote working relationships with NZ-based asset and procurement advisers, seeking guidance and advice as required.   **Finance**   * Provide financial information in a timely manner. * Identify any financial risk and mitigating actions. * Develop budgets for NZCIO, analysing financial information and making recommendations to management. * Manage the quality assurance and financial audit process, ensuring all NZCIO payments are made following approved processes and protocols and there is full compliance with internal controls. * Develop and maintain an effective working relationship with NZ-based finance and business managers, seeking guidance and advice as required. |
| **Knowledge Management**   * Contribute to the continuous development of the NZCIO’s knowledge base by using internal systems and sharing information and data with relevant internal parties. |
| **Safety and Security**   * Adhere to health and safety policies and procedures, and assist with managing NZCIO’s health, safety, and security processes, ensuring appropriate protocols are followed at all times. |

**Organisational Responsibilities**

* Ensure all policies and procedures are adhered to.
* Contribute to NZCIO-wide projects and emergency response situations..

**Skills, Knowledge and Experience - Tohu Mātauranga, Pūkenga, Mātauranga, Wheako**

The Administrattion Manager will have the following experience, skills and knowledge:

**Experience:**

* Experience in providing HR advice and guidance including recruitment processes and dealing with staffing issues.
* Experience of financial management, analysis, and administration procedures in an office environment.
* Experience in managing external providers and building and maintaining relationships to achieve successful outputs.
* Experience in managing sensitive situations with a high degree of tact and integrity.

**Skills and knowledge:**

* A relevant business or formal qualification and / or significant successful experience and knowledge of office administration, including developing and reviewing office systems to ensure effective and efficient processes are in place.
* Well-developed planning and organisational skills, including the ability to prioritise tasks effectively and work under pressure.
* A strong achievement/delivery focus, setting high standards including accuracy and attention to detail.
* The ability to lead to a team autonomously within guidelines, directly managing and delivering through others; leading and motivating staff; and mentoring and developing staff.
* A demonstrated ability to contribute to and work within a wider team and maintain effective relationships with managers.
* The ability to anticipate issues and think of creative solutions.
* A strong customer focus, and the ability to communicate effectively with a range of people.
* Display personal integrity and an honest and ethical approach.
* Excellent written and oral communication skills both in English and Chinese, and the ability to provide informal translation and interpretation services.
* Highly competent in the Microsoft Office suite

**Additional Requirements**

* 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.
* This includes sharing responsibility for being the afterhours NZCIO consular contact point.
* The job holder will be required to seek a local police clearance in Taiwan (and/or New Zealand if normally resident there)

**Relationships - Pātahitanga**

The Administration Manager position is required to build and maintain the following relationships:

Internal (within NZCIO)

* Director
* Other local and expatriate staff

External (outside NZCIO)

* Staff of New Zealand government agencies (including NZ-based business manager and account managers)
* Staff of Taiwan government agencies
* Counterparts in other foreign representative offices
* Local service providers (including property, payroll and facilities management)

**Delegations - Whakatautapatanga**

* The role is responsible for the management of two direct reports.
* HR and financial delegations.