



Job description

Haere mai

This job description is your go-to place for all the ins and outs of this role at Internal Affairs

Assistant Visits and Events Organiser

Ministerial Services and Secretariat Support, Information and Knowledge Service Branch

The Assistant Visits and Events Organiser (AVEO) is responsible for providing efficient and dependable administrative support services to facilitate the effective operation and high quality service delivery of the VCO team.

The AVEO supports the VCO Management team with administrative office operations, and assists the Visits and Events Organisers with the organisation and implementation of official visits, ceremonies and commemorative events.

- **Reporting to:** Senior Policy Advisor, Visits and Ceremonial Office
- **Location:** Wellington
- **Salary range:** Delivery F

What we do matters – our purpose

Our purpose is to serve and connect people, communities and government to build a safe, prosperous and respected nation.

In other words, it's all about helping to make New Zealand better for New Zealanders.

How we do things around here – our principles



We make it easy, we make it work

- Customer centred
- Make things even better

We're stronger together

- Work as a team
- Value each other

We take pride in what we do

- Make a positive difference
- Strive for excellence



Working effectively with Māori

Te Aka Taiwhenua – our Māori Strategic Framework – enables us to work effectively with Māori. We accept our privileged role and responsibility of holding and protecting the Treaty of Waitangi / Te Tiriti o Waitangi.

What you will do to contribute	As a result we will see
<p>Administration and Team Support</p> <ul style="list-style-type: none"> • Provide high quality administration support services to ensure the smooth running of the VCO and its operations, including providing administration support to the Manager and Senior Policy Advisor as required • Provide accurate and timely support for financial processes; including raising purchase orders, processing invoices, and purchasing card reconciliation • Liaise with suppliers and contractors • Manage the flow of correspondence to the team and/or Senior Policy Advisor, including identifying and escalating urgent issues, on behalf of the Manager and Senior Policy Advisor as agreed and as appropriate • Manage and maintain templates, databases, contact lists, and desk files; produce and maintain spreadsheets and other information systems required by the team, ensuring all information is accurate and up-to-date • Effective management of the DIA Flag Store, ensuring accurate stocktake and quality control • Maintain electronic and paper filing systems • Coordinate and support team meetings, including drafting and disseminating meeting minutes • Provide meeting support for manager, team leaders and/or team members, including room bookings, catering, minute taking, meeting facilities, and coordination of attendees • Book travel and accommodation arrangements for team members • Provide support to the Manager and Senior Policy Advisor to manage requirements for Wellington based permanent and casual staff, including supporting induction, arranging and tracking equipment and access cards, arranging and assisting with training, and providing advice related to VCO processes • General administration tasks around the office, including ordering stationery 	<ul style="list-style-type: none"> • Effective, timely and proactive administrative support is provided to the Manager, Senior Policy Advisor, Team Leader, and wider team as required • Payments are processed according to Departmental process, delegations and policy • Invoices are received by Finance within agreed timeframes and suppliers are paid on time • Meeting participants receive agendas, minutes and action points are accurate and provided in a timely manner • VCO staff are well supported to ensure delivery of a quality service • Keep staff well informed of progress and issues in relation to delegated tasks. • The office is stocked with adequate supplies, all equipment is functional and services are running smoothly and efficiently

What you will do to contribute	As a result we will see
<p>Operational delivery support</p> <ul style="list-style-type: none"> • Support the organising of official visits and national ceremonial and commemorative events • Organise accommodation, flights, couriers, other bookings, and hospitality requirements as directed • Assist with the preparation, printing and distribution the Official Programme and other documentation, resources and materials for visits and events • Appropriately manage guest lists, invitations, and rsvp processes • Assist with advance/reconnaissance visits where appropriate • Provide on-the-ground support for Visits and Events as required • Provide airport facilitation services in Wellington as required • Provide meeting support for interagency and other briefing meetings, including room bookings and equipment, arranging catering, and coordination of attendees • Plan and organise Partial Guest of Government Visits, with oversight from Team Leader and in accordance with VCO Policy and Procedural Guidelines • Liaise with internal and external stakeholders and other organisations (MFAT, Diplomatic Missions and Parliamentary Services) • Work collaboratively with the Senior Policy Advisor and other VCO staff to ensure seamless delivery of services • Provide post visit and event support processes, including maintaining stakeholder feedback, ensuring invoices are received, appropriate system reports are provided for budget reconciliation, and documentation is appropriately filed • Assist the Team Leader to provide regular reports to the Manager VCO relating to the delivery of official visits and events, including stakeholder feedback 	<ul style="list-style-type: none"> • Services provided are fit for purpose with an appropriate focus on customers • Visits and events are managed according to purpose, timeframes, within the project scope and allocated resources • Services provided comply with legislation, all Departmental policies and processes, and meet requirements for the efficient and effective use of MaSS resources • Use of initiative and judgement to get the best quality outcome • Effective interaction with the VCO team, cultivating a culture of sharing knowledge and experience • VCO staff are well supported to ensure delivery of a quality service • Positive feedback from stakeholders and evidence of achieving results through collaborative effort

What you will do to contribute	As a result we will see
<p>Business support and process improvement</p> <ul style="list-style-type: none"> • Liaise with VCO Auckland, DIA corporate services, and internal and external stakeholders as required • Provide assistance with Official Information Act requests, Privacy Act requests and producing reports for the VCO management team, MaSS and DIA • Provide back-up administrative support to other teams within VCO if required and undertake work for other teams within MaSS or DIA where appropriate • Produce reports as required to assist the Manager, Senior Policy Advisor and Team Leader with forward planning and budgeting • Review systems, processes and administration reference material regularly to ensure information is fit for purpose, up-to-date and accessible • Proactively identify, and implement improvements to administration and visits and events support processes and procedures • Proactively identify, recommend and assist with the implementation of improvements to work systems, and VCO processes and procedures • Contribute to the development of a culture of collaboration and open knowledge sharing • Support and contribute to the VCO teams work programme, culture and engagement 	<ul style="list-style-type: none"> • Demonstrated examples of collaborative work across VCO, MaSS, the branch and the Department • A culture of knowledge sharing and open communication is fostered within VCO • Requirements for reporting and the efficient and effective use of MaSS resources are met • A culture of continuous improvement is cultivated within the team
<p>Health and safety (for self)</p> <ul style="list-style-type: none"> • Take responsibility for keeping self-free from harm • Follow safe working procedures • Report incidents and hazards promptly and suggest remedies where appropriate • Know what to do in the event of an emergency • Co-operate in implementing rehabilitation plan. 	<ul style="list-style-type: none"> • Health and safety guidelines are followed

Who you will work with to get the job done		Advise	Collaborate with	Influence	Inform	Manage/lead	Deliver to
Internal	Senior Policy Adviser	✓	✓		✓		✓
	VCO Manager, Team Leader, Other VCO staff	✓	✓		✓		✓
	MaSS staff (particularly VIPT)	✓	✓		✓		

Who you will work with to get the job done		Advise	Collaborate with	Influence	Inform	Manage/lead	Deliver to
	Other DIA staff		✓		✓		
External	VIP's including Government Ministers				✓		✓
	Other Government agencies and staff as required (particularly Ministerial Office Staff, and Ministry of Foreign Affairs)		✓		✓		✓
	Stakeholders and officials of Wellington International Airport, including International Airlines; Biosecurity, Customs and Immigration officials, Aviation Security (AVSEC)	✓	✓		✓		
	New Zealand Defence Force, New Zealand Police and Protection Services	✓	✓		✓		✓
	Suppliers and contractors		✓		✓		

Your success profile for this role	What you will bring specifically
<p>At DIA, we have a Capability Framework to help guide our people towards the behaviours and skills needed to be successful. The core success profile for this role is Valued Contributor.</p> <p>Keys to Success:</p> <ul style="list-style-type: none"> • Customer Focus • Continuous improvement • Teamwork and peer relationships • Action oriented • Self-development and learning • Functional and technical skills 	<p>Experience:</p> <ul style="list-style-type: none"> • Experience working in a face paced administration role with minimal supervision following training • Proven experience providing efficient and effective administration services, preferably in the Public Sector <p>Knowledge & Skills:</p> <ul style="list-style-type: none"> • Proficiency in spoken and written English • Microsoft Office skills and an aptitude to learn new systems quickly • Strong customer service focus • Excellent communication skills, both written and verbal <p>Other requirements:</p> <ul style="list-style-type: none"> • Ability to work under pressure and prioritise workloads in the face of competing demands • Ability to use initiative in a busy work environment • Excellent organisational skills and attention to detail