



NEW ZEALAND
FOREIGN AFFAIRS & TRADE

Position Description

Position Title

Policy and Public Affairs Intern

Reports To

Second Secretary

Embassy

Santiago

Last Review Date

November 2025

About the Ministry

The Ministry of Foreign Affairs and Trade (the Ministry, also referred to as MFAT) acts in the world to build a safer, more prosperous and more sustainable future for New Zealanders. We do this by building connections with and influencing other countries to advance New Zealand's interests and project New Zealand values. We provide advice to the Government on the implications for New Zealand of what is happening in the world.

Our work contributes to New Zealanders' wellbeing in the following ways:

- **Kaitiakitanga:** Generations of New Zealanders benefit from sustainable solutions to global and regional challenges;
- **Prosperity:** New Zealanders have better job opportunities and incomes from trade, investment and other international connections;
- **Security:** New Zealanders are able to live, do business, travel and communicate more safely at home and offshore;
- **Influence:** New Zealanders have confidence their country can influence others on issues that matter for them now and in the future.

Our 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
-

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 countries we work in, and that the contributions of staff with diverse backgrounds, experiences, skills and perspectives are valued and respected.

About the Embassy

The Embassy represents the New Zealand Government to the highest standards of professional excellence in diplomacy, trade negotiations, international development and consular services. This is done by building connections with Chile and accredited countries where required that enable the New Zealand Government to advance New Zealand's interests.

About the Position

The Policy and Public Affairs Intern is responsible for contributing to the advancement of New Zealand's foreign policy interests by supporting the Embassy's information gathering, stakeholder engagement, customer service, and public affairs engagement. This includes responding to enquiries from the public; conducting policy-related desk-based research and analysis; preparing reports, briefings and other documentation; conducting social media analysis; supporting the delivery of the Embassy's public diplomacy programme, including outreach strategy, media management, representational activities and protocol functions. This role may also provide administrative support to the Ambassador/Head of Mission.

Relationships

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

Internal (within Embassy and MFAT)

- Ambassador
- Deputy Head of Mission
- Second Secretary (Reporting Manager)
- Policy and Public Affairs Advisers
- Other seconded staff and staff employed at Embassy
- Relevant New Zealand Ministry of Foreign Affairs and Trade divisions and Embassies

The opportunity also exists for interaction with the following external relationships (outside Embassy and MFAT):

- Other New Zealand government agencies
- Peers in other diplomatic missions
- Foreign Ministry and other government contacts in Embassy's countries of accreditation
- Academia, think tanks, media, businesses and non-government organisations at a relevant level

Key Accountabilities

The following key accountabilities of this role assist in delivering the Ministry's vision and mission.

The position has the following key accountabilities, with the objective of contributing to the Embassy's delivery of its strategic priorities and high-level outcomes:

Intern tasks:

- Answer general public enquiries to the embassy on all topics (using a provided call script), via both email and phone.
- Take meeting minutes and draft file notes.
- Lead and participate in internal meetings, and participate in meetings with external stakeholders.
- Manage invitations and responses.
- Draft and file Third Person Notes and other correspondence.

- Assist with logistics and coordination for inwards visits and events.
- Monitor, and as requested, analyse and summarise media sources and websites on key issues that are of relevance and interest to the New Zealand Government and the bilateral relationships with Chile, Peru and Bolivia.
- In consultation with other policy staff, identify, research and/or write up key political/social, trade/economic, defense/security issues and emerging trends and contacts of interest/relevant to New Zealand.
- Support the implementation of the Embassy's public diplomacy and outreach programme.
- Monitor press and the Embassy's social media accounts to stay informed of current events, trending topics and other developments relevant to the Embassy and/or New Zealand, and present these as written reports.
- Assist with drafting items in Spanish and/or English for a range of events, presentations and channels including Embassy social media accounts and traditional media.
- Undertake specific research and report tasks in support of public diplomacy and outreach strategy.
- Keep contact databases updated with information from meetings, events and local media.
- Respond to general policy and or trade-related enquiries from the public and from local government agencies.

Security

- Be familiar with the Embassy Security Instructions and adhere to these at all times.

Diversity and Values

- Demonstrate the Embassy's values, goals, policies and procedures in all aspects of work.
- Support a culture of learning and sharing of experiences.

Relationship Management

- Develop and maintain relationships with key internal and external stakeholders in order to advance the Embassy's objectives.

Organisational Responsibilities

- Understand and support the Embassy's strategic priorities.
- Understand and apply the strategic context in which the Embassy operates.
- Ensure all Embassy policies and procedures are adhered to.
- All other duties as reasonably requested by the employer.

Knowledge Management

- Contribute to the continuous development of the Embassy's knowledge base by using internal systems, sharing information and data with relevant internal stakeholders.

Health and Safety

The Ministry is committed to providing a safe and healthy working environment for all staff, including contractors and other workers, both on and offshore.

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 Embassy instructions to ensure the Embassy is able to comply with the New Zealand Health and Safety at Work Act 2015 which applies at New Zealand Embassy premises.
- 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 and Experience

You must have the following qualifications, skills and experience:

- Be in the final year of an undergraduate degree in Journalism, Communications, International Relations, Political Science, History, Public Administration, Sociology, Anthropology or a demonstrably related programme.
- A working proficiency in Spanish and English.
- A demonstrated interest in the international affairs.
- Knowledge about social media content creation and/or public diplomacy initiatives.
- Knowledge of Chile, its policy settings and political environment; and/or knowledge of New Zealand, its policy settings and environment.
- Strong customer focus, with the ability to communicate effectively with a diverse range of people.
- Good research and analytical skills, including critical thinking and problem-solving skills.
- Ability to work in a cross-cultural environment, work within a team and maintain effective relationships.
- Well-developed planning and organisational skills, including ability to prioritise tasks effectively, work under pressure and deliver outputs in a timely manner, while maintaining a clear focus on an overall plan.
- Proficient in Microsoft office programmes.
- Attention to detail and accuracy.
- Ability to work autonomously and sound judgement.
- Display personal integrity.

Additional Comments

- You must be able to obtain and maintain appropriate security clearances, including a clear police check.
- You must possess the legal right to live and work in Chile, including a work permit when on a student or other temporary visa.
- You will also be expected to perform any other duties as can reasonably be required by Embassy management from time to time.