



Position Description

CLASSIFICATION	LE 3
POSITION TITLE	Corporate Services Officer
POSITION NUMBER	AP022
VACANCY TYPE	Non-ongoing – Fixed Term (5 months)
EMPLOYMENT TYPE	Full-time
LOCATION	Australian High Commission, Apia
REPORTS TO (TITLE)	Second Secretary and Consul

WHAT WE DO

The role of the Department of Foreign Affairs and Trade (DFAT) is to advance the interests of Australia and Australians internationally. This involves strengthening Australia's security, enhancing Australia's prosperity, delivering an effective and high-quality overseas aid program and helping Australian travellers and Australians overseas.

The department provides foreign, trade and development policy advice to the Australian Government. DFAT also works with other Australian government agencies to drive coordination of Australia's pursuit of global, regional and bilateral interests.

THE OPPORTUNITY

The Australian High Commission is looking for an energetic and enthusiastic person to fill a mixed duties Corporate Officer position. Working under general direction of the Post Systems Administrator (PSA) in conjunction with the Office Manager, the role is responsible for a range of administrative and technical duties, including reception and front office duties as well as providing high-quality ICT support across the High Commission.

The key responsibilities of the position include, but are not limited to:

- Prioritise routine and complex hardware and software ICT issues for end users, including troubleshooting in liaison with Global Support Centre (GSC), Network Operations Centre (NOC) and Regional Technical Officers (RTO) in Canberra.
- Provide local IT support for networked and standalone desktops, mobile devices, printers (including multi-function devices), and other technologies within the Australian High Commission.
- Assist with IT hardware including, procurement, installation, disposal and stocktakes.
- Administer the High Commission's electronic data records management system (EDRMS).
- Manage and update telephone directories, contact databases and distribution lists.

- Undertake reception duties, monitor the switchboard, respond to general enquiries and receive and escort visitors.
- Process accounts, including payment proposals in the SAP Payment Module, and create and maintain records for all accounts payable and receivable vendors.
- Provide administrative support to Officer Manager, including reception and front office duties.
- Act as the back-up driver for the High Commissioner.
- Provide a range of administrative and logistical support for official events, visits and travel, including bookings, transport arrangements, allowances and acquittals.
- Be available to work out-of-hours as directed.
- Assist with other administrative tasks for the corporate section as directed.

ESSENTIAL QUALIFICATIONS AND EXPERIENCE

- Experience providing ICT support, relevant IT qualifications preferable.
- Experience working in an administrative support role in the government, diplomatic missions or private sector in Apia.
- An ability to develop and maintain positive networks and relationships in cross cultural environment, including the ability to work in a team.
- Strong Administrative experience including excellent customer service skills.
- Ability to multitask, prioritise and manage competing priorities is essential.
- Experience in working with the Microsoft Office suite of applications, particularly MS Teams.
- Demonstrated ability to communicate clearly and concisely in written and spoken English and Samoan.
- A valid driver's licence is essential.

HOW TO APPLY

Applications should comprise of three components:

- A Curriculum Vitae outlining personal details, relevant work experience, educational qualifications and skills (maximum two pages),
- Contact details for two referees,
- One-page pitch (up to 750 words).

Your one-page pitch (up to 750 words) is a chance to tell us why you are the right person for the job. We want to know why you want to work at the Australian High Commission, why you are interested in the role, what you can offer us, and how your skills, experience, knowledge and qualifications are applicable to the role. In a nutshell – why should we hire you?



Applications are to be submitted via email to apia.recruitment@dfat.gov.au by 5.00pm XXXXX 2024.

