



## Position Description

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| <b>CLASSIFICATION</b>     | LE 3   |
| <b>POSITION TITLE</b>     | Passports, Consular and Property Officer     |
| <b>POSITION NUMBER</b>    | AP011  |
| <b>VACANCY TYPE</b>       | Non-ongoing – Fixed Term (2 years) / Ongoing |
| <b>EMPLOYMENT TYPE</b>    | Full-time                                    |
| <b>LOCATION</b>           | Australian High Commission, Apia             |
| <b>REPORTS TO (TITLE)</b> | 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

Working under the general direction of the Second Secretary and Consul the officer will manage the provision of passports, consular and notarial services at the Australian High Commission in Samoa. The High Commission also has consular accreditation to American Samoa.

The position will also provide administrative support to the Property and WHS Manager as required.

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

- Manage the provision of passports, consular and notarial services to Australian citizens in Samoa and American Samoa.
- Manage complex and often highly sensitive consular and passports cases and requests for advice and provide on the ground assistance to clients.
- Provide timely advice and comprehensive reporting on consular and passport cases.
- Develop, strengthen, and maintain key contacts in relation to consular and passport matters including with government, local authorities (hospital, police, ports etc) other diplomatic missions and service providers.
- Update travel advisories and crisis and contingency plans

- Undertake research on consular and passport related issues as directed and on own initiative.
- Assist to plan and manage consular and operational responses to significant consular events and crises in countries of accreditation.
- Provide administrative support to the Property and WHS Manager, including the scheduling of contractors, logging of property requests, purchasing and general financial processing.
- Assist with other administrative tasks for the corporate section as directed.

### ESSENTIAL QUALIFICATIONS AND EXPERIENCE

- Understanding of Australian Government policies, priorities, and guidelines.
- Ability to adapt and respond effectively to challenging and unforeseen events and crises.
- Ability to assist people facing difficult and sensitive situations.
- Sound interpersonal skills and an ability to represent, network and establish effective stakeholder relationships.
- Demonstrated ability to work under broad supervision, exercise initiative and good judgement, a high degree of accuracy and attention to detail, flexibility, and adaptability.
- Ability to cultivate good relationships with others, including ability to work in a team.
- Experience in working with the Microsoft Office suite of applications.
- Excellent written and oral communication skills in Samoan and English.
- 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](mailto:apia.recruitment@dfat.gov.au) by **5.00pm Thursday 14 March 2023**.