



**Australian High Commission**

**Vanuatu**

## **Applicant Information**

### **CONSULAR AND CORPORATE SERVICES OFFICER**

Full-time, ongoing position

**Closing date: Monday, 7 May 2018**

This information package should assist potential applicants to understand the work of the Australian High Commission in Vanuatu. It also provides details of the position and how to apply.

#### **About the Australian High Commission in Port Vila**

The Australian High Commission in Port Vila manages the Australian Government's presence in Vanuatu. We promote Australia's interests, facilitate international trade and investment, deliver development assistance and respond to crises. We also provide consular assistance, issue secure passports, provide protocol services and manage the Australian Government's property in Vanuatu.

Further information about the Australian High Commission can be found on the Australian High Commission's website [www.vanuatu.embassy.gov.au](http://www.vanuatu.embassy.gov.au), [Facebook page](#) and Twitter account @AusHCVanuatu.

#### **About the position**

The Australian High Commission in Vanuatu is looking for a dynamic, high performing and motivated person with great people skills to join our corporate service team, as our **Consular and Corporate Services Officer**.

The successful applicant will have varied and interesting roles within the High Commission, focusing on provision of passport and consular assistance services to Australians in Vanuatu, and the management of property leases and core High Commission services. The role includes opportunity for liaison with government and business and provision of advice to senior officers.

The successful applicant will be responsible for supervision of a small number of staff as part of the broader corporate service team.

The application pack includes the following information and guidance for candidates:

- Position description
- Selection criteria
- Referee requirements
- Guidance on how to apply



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## **POSITION DESCRIPTION**

<b>Agency</b>	Department of Foreign Affairs and Trade
<b>Position number</b>	PVLA4008
<b>Title</b>	Consular and Corporate Services Officer
<b>Classification</b>	LE4
<b>Section</b>	Corporate
<b>Reports to (title)</b>	Second Secretary, Consular & Administration
<b>Starting salary</b>	VUV 2,879,300

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

- Undertake notarial, consular and passport services, including confidential casework
- Assist with the preparation and updating of Crisis Action Plans, and report on consular and passport statistics
- Deliver protocol services in consultation with relevant government officials
- Contribute to the development, implementation and review of corporate policies and practices
- Manage corporate contracts including negotiation, setting of service levels, procurement, risk management and performance monitoring
- Negotiate and manage property leases and maintain property databases
- Supervise and mentor a small team and set work priorities
- Provide back-up support to the Second Secretary/Vice-Consul
- Develop and maintain networks with a range of stakeholders, including Vanuatu and Australian government officials, business owners and community groups
- Represent the work area in networks and relevant meetings
- Provide corporate support for high level visits, meetings and events
- Assist with and oversee property matters
- Manage records, including the regular review of access, creation and closure of electronic files, and management and storage of physical files.

## **SELECTION CRITERIA**

The following selection criteria will be used to assess an applicant's suitability for the position. All interested applicants are required to submit a written statement addressing how they meet each individual selection criteria.

### **Selection Criteria**

1. Qualifications and/or work experience in business, contract management or a related field
2. Demonstrated representational and/or client services experience
3. Demonstrated proficiency in supervising staff, as well as effective leadership and team collaboration skills to achieve corporate objectives
4. Strong conceptual and analytical skills with an ability to show initiative and apply sound judgement
5. Well-developed communication and interpersonal skills in English and Bislama, with the ability to maintain confidentiality
6. Good computer literacy, and experience using Microsoft Office, particularly Word and Excel.

### **Desirable Criteria**

1. Tertiary qualifications are preferred but not essential.
2. A valid Vanuatu driver's licence.

## **REFEREE REQUIREMENTS**

A requirement of the application process is to provide details and the contact information of two referees. Your referees should be people most familiar with your work, who can comment on your ability to perform against each selection criteria.

Please include the name, company details and contact information of your referees in your application.

## **HOW TO APPLY**

Forward applications to the Human Resources Manager on [pvla.recruitment@dfat.gov.au](mailto:pvla.recruitment@dfat.gov.au) by Monday, 7 May 2018. Late applications will not be accepted.

**Applicants should be citizens of Vanuatu or hold residency status that permits work in Vanuatu. Applications must include:**

- A Curriculum Vitae
- A statement in support of the application addressing the selection criteria (totalling no more than 3 typed pages)
- Details of two referees.

**Only those candidates considered suitable for interview will be contacted.**

**The Australian High Commission is an equal opportunities employer.**