



**Australian High Commission**  
**Vanuatu**

**Applicant Information**

**SENIOR CONSULAR PASSPORTS AND CORPORATE SERVICES OFFICER**

Full-time, ongoing position

**Closing date: 31 August 2020**

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, respond to crises and provide services to Australian citizens. Details of our Department's work, as well as our purpose, outcomes and priority functions can be found on our website [www.vanuatu.embassy.gov.au](http://www.vanuatu.embassy.gov.au).

**About the position**

Under general direction, the Senior Consular Passports and Protocol Officer is responsible for the Post's Consular functions. This includes managing consular cases, developing and implementing high-level planning for crisis response, and representation of the High Commission at a range of external meetings and events. The officer manages passport issuance in line with Australian Legislation, security and customer services requirements. The officer also manages protocol arrangements between the High Commission and the Government of Vanuatu, including privileges and immunities, official communications and support for high-level visits.

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>	Senior Consular, Passports and Consular Officer
<b>Classification</b>	LE4
<b>Section</b>	Corporate
<b>Reports to (title)</b>	Second Secretary and Consul
<b>Starting salary</b>	VUV 2,908,213

**The key responsibilities of the position**

- Manage the delivery of high-level consular services to Australian and Canadian clients according to DFAT policies, including complex cases and with limited direction.
- Manage Consular and Passport team tasking, workflow and high quality and accurate reporting including monitoring and responding to tasking, updating consular internal databases and providing advice through external consular and passports information systems.
- Assist with the preparation and implementation of the Crisis Action Plan (CAP) to support the management of risk mitigations and business and crisis planning and, in the event of a crisis, support the post crisis committee.
- Manage the delivery of Passport services, including client service delivery, quality assurance on passport processing by supervised staff, technical upgrades and training of junior staff, and accountability for passport stocks and revenue.
- Deliver Protocol services in consultation with relevant government officials.
- Liaise with the Government of Vanuatu and provide advice and assistance on diplomatic privileges and immunities provided by the Government of Vanuatu to diplomatic staff and the Australian High Commission operations and programs more broadly.
- Actively develop and maintain strong relationships and liaise with a range of stakeholders including Vanuatu and Australian government officials, business, civil society and community groups on issues affecting Australians and Australian interests.
- Supervise and develop junior staff through performance management, effective business planning, appropriate work delegation, mentoring and staff development.
- Assist in maintaining office ICT equipment and undertake ICT hardware and software management tasks related to your role.
- Provide corporate support for high-level visits, meetings and events.

## 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 selection criteria.

### Selection Criteria

1. Technical expertise and/or experience in an administration role in relevant sectors such as tourism, travel, justice or health or similar experience in another Embassy or High Commission.
2. Knowledge of Vanuatu and government systems and language.
3. Demonstrated representational and/or client services experience including experience building networks.
4. Well-developed communication and interpersonal skills in English and Bislama, with the ability to maintain confidentiality.
5. Proficiency in Microsoft Office, including Word and Excel, knowledge and experience maintaining ICT systems.
6. Confirmation of:
  - A pre-existing legal right to work in Vanuatu;
  - A current driver's license; and
  - Availability to work outside normal hours at short notice.

### Desirable Criteria

1. Tertiary qualifications are preferred but not essential.

## 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 31 August 2020. 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 who will be contacted as part of the selection process.

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

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