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| **Agency** | Department of Foreign Affairs and Trade |
| **Location** | Australian Consulate-General |
| **Position Number** | SN004 |
| **Position Title** | Consular and Corporate Services Officer |
| **Classification** | LE4 |
| **Section** | Corporate |
| **Reports to (title)** | Consul |
| **Status** | Non-ongoing, Full-time |
| **Gross Annual Salary** | RMB 97,976 |

## The Department of Foreign Affairs and Trade (DFAT) section of the Australian Consulate-General Shenyang is seeking applications for the locally engaged staff position of Consular and Corporate Services Officer.

## About the Australian Department of Foreign Affairs and Trade (DFAT)

The role of 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.

DFAT 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.

## About the position

## The Consular/Corporate Services Officer is a varied position, performing consular, corporate and management duties. This position liaises with local governments in Liaoning, Jilin and Heilongjiang on the welfare of Australian citizens, assists Australian clients, assists post management with crisis management and administers Australian passport and other notarial services. The position also works closely with the China Corporate Hub to provide post with advice on corporate and administrative functions.

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

Consular, passport and notarial services

* Manage and undertake the provision of consular, passport and notarial services to Australian citizens and residents in accordance with departmental guidelines
* Manage complex consular enquiries and provide on the ground assistance to consular clients, including, but not limited to prison/hospital visits.
* Provide timely advice and reporting on consular and passport cases.
* Maintain consular and passport statistics and undertake reconciliations.
* Develop and maintain a strong network of key contacts with local authorities and emergency services organisations relating to consular and passports work.
* Maintain and issue accountable documents and maintain the security of passport machines and equipment.
* Operate consular and passports related databases and filing systems.
* Represent and promote the interests of Australia at a range of forums, events and meetings and provide advice on Australian consular, passport and notarial services
* Maintain the Consulate’s business continuity and contingency plans
* Perform cashier duties including collection of passport and notarial fees in accordance with relevant legislation and policies
* Manage the Consulate’s e-mail mailbox and provide timely responses to e-mail queries

Corporate Services

* Assist Corporate Services Manager and China corporate hub(s), including to provide advice to post management and implement policy at post on administrative and corporate functions such as Human Resources, Financial Management, Property, IT and Post Security
* Liaise with Liaoning government agencies and other organisations on the full range of management issues, including protocol arrangements and employment of local staff
* Manage processes for A-based staff including arrivals, departures, accommodation, customs clearance and delivery of household effects, utility connections, and related tasks
* Assist with the management of assets, furniture and fittings, electrical and other official supplies as required, including maintaining appropriate documentation

Consulate-General Team Member

* Perform any back-up and other duties, including interpreting and translation assistance, as required.

## Qualifications/Experience

* Well-developed interpersonal skills; flexibility and ability to build productive working relationships.
* Demonstrated ability to prioritise, think strategically, apply judgement and innovation to achieve results
* Ability to learn and apply relevant Australian Government regulations and guidelines, including those related to consular and passports legislation and the Privacy Act. Ability to apply legislative guidelines and procedures in providing services
* Excellent oral and written communication skills in both English and Chinese, including the capacity to assist with interpreting, translating and drafting formal Chinese and English language documents when required
* Ability to operate effectively within a team and across teams
* Ability to quickly adapt and learn new IT systems.

*Desirable*

* Driving experience, including holding a valid driver’s license, an advantage

## Additional information

The position is initially for a period of 12 months and a probation period will apply. The successful applicant may be offered a further contract. The successful applicant is required to complete relevant pre-employment procedures before commencement.

Applications are invited from both Chinese and Australian nationals. Australian national employees receive a salary loading in lieu of local benefits they are not eligible to receive.

## How to Apply

Submit an application via email to [ChinaRPC.HR@dfat.gov.au](mailto:ChinaRPC.HR@dfat.gov.au) by 9:00am, Monday 1 February 2021. Applications received after the closing date and time may not be considered. The subject line of your email should include the Position Number and Position Title you are applying for.

Your application, written in English, should include:

* Completed ‘Application for Locally Engaged Staff Employment’. See **Attachment A**.
* Curriculum Vitae (maximum 2 pages)
* Your application pitch (maximum 750 words). See **Attachment B**.

Applications must be in either Microsoft Word or PDF format, with a maximum email size of 3MB.

For inquiries regarding this position, please contact the Human Resources section at [ChinaRPC.HR@dfat.gov.au](mailto:ChinaRPC.HR@dfat.gov.au).

Please note that due to the large volume of applications received, we are unable to respond to each applicant. We endeavour to respond to applicants of interest within a period of four weeks from the application closing date. If you are not requested to attend an interview, please consider your application unsuccessful.

**APPLICATION FOR LOCALLY ENGAGED STAFF EMPLOYMENT**

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| **POSITION APPLIED FOR** | | | |
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| Position number: |  | | |
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| Position title: |  | | |
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| How did you hear about this vacancy? | |  | |
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| **PERSONAL INFORMATION** | | | |
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| Title: |  | | |
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| Surname: |  | | |
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| Given name: |  | | |
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| Citizenship(s): |  | | |
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| Email: |  | | |
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| Phone number: |  | | |
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| Address: |  | | |
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| Are you eligible to work in China? | | | Yes  No |
| *To be eligible to work in China you should be a citizen, hold or be able to obtain an appropriate work visa.*  *If you are a non-Chinese citizen, provide details on your ability to obtain/maintain an appropriate work visa.* | | | |
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| Have you ever been employed by the Australian Government, either in Australia or overseas? | | | Yes  No |
| *If yes, provide the details including whether you ever received a redundancy or other payment benefit.* | | | |
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| **REFERENCES** | | | | |
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| Provide the details of two work-related referees we can contact. Both should be able to comment on your work performance in detail and been your supervisor or manager, not your peer or co-worker. One should be your current supervisor. | | | | |
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| **Referee 1** | | | | |
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| Name: |  | | | |
|  |  | | | |
| Organisation: |  | | | |
|  |  | | | |
| Position title: |  | | | |
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| Relationship to applicant and length of relationship: | | |  | |
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| Email: |  | | | |
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| Phone number: |  | | | |
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| Can the Selection Committee contact this referee during the selection process? | | | | Yes  No |
|  | | | |  |
| Is this referee fluent in English? | | | | Yes  No |
|  | |  | | |
| **Referee 2** | |  | | |
|  | | | | |
| Name: |  | | | |
|  |  | | | |
| Organisation: |  | | | |
|  |  | | | |
| Position title: |  | | | |
|  |  | | | |
| Relationship to applicant and length of relationship: | | |  | |
|  | | |  | |
| Email: |  | | | |
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| Phone number: |  | | | |
|  |  | | | |
| Can the Selection Committee contact this referee during the selection process? | | | | Yes  No |
|  | | | |  |
| Is this referee fluent in English? | | | | Yes  No |
|  | |  | | |
| **APPLICANT’S STATEMENT** | | | | |
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| The above information, to the best of my knowledge, is true and correct.  I consent to the mission collecting and using information, and to relevant employers/supervisors disclosing information, in relation to my work performance and conduct for the purpose of assessing my suitability to carry out the duties of the position I have applied for, and suitability for employment.  I understand that misstatements or omissions in my disclosures may result in a failure to hire or immediate discharge if they are discovered. | | | | |
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| Name: |  | | | |
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| Acknowledgement: | Tick this box  if completing electronically, or sign here: | | | |
|  | |  | | |
| Date: |  | | | |

**your application pitch**

Your application pitch should be compelling and convincing. It is a chance to tell us why you are the right person for the job. We want to know why you are interested in the role, what you can offer us, and how your skills, knowledge, experience and qualifications are applicable to the role.

Tips for writing your pitch:

* Say what you did (actions) and the result (outcomes)
* Use practical and substantiated outcomes
* Show your resilience and adaptability
* Highlight your strengths and interests
* Make it appealing and interesting e.g. demonstrate how you ‘solved a difficult issue’
* Stick to the point – quality not quantity
* Use the word limit wisely
* Don’t repeat what’s already in your CV

*Type your pitch below -* ***maximum 750 words***

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