



Australian High Commission Suva

Candidate Information Pack **DIBP Service Delivery Partner Liaison Officer /** **Regional Training Coordinator, LE6** **(Fixed term – 12 months)**

Applications Close: 4.00pm Monday 24 July, 2017

Submit applications to:

'DIBP Service Delivery Partner Liaison Officer / Regional Training Coordinator'
Australian High Commission, Suva
PO Box 214
Suva, Fiji Islands
Or email to ahcsuvavacancy@dfat.gov.au

Applying for a Job with an Australian Embassy, High Commission or Other Post

In general, selection decisions for jobs and promotions within Australian embassies, high commissions or other posts are based on three elements: a written application, referee report/s and an interview.

The following guidelines aim to assist staff prepare a written application, prepare for an interview and to prepare their referees to provide a comprehensive and supportive referee report.

1. The Written Application

To be considered your written application must include a brief CV and a statement of claims addressing the selection criteria.

Your CV should be brief (no more than 3 pages) and include your current position, previous positions (working backwards), academic qualifications, languages, and other relevant information— including publications, awards.

All advertised positions have a corresponding duty statement setting out the responsibilities and tasks required in the job. The selection panel will use this and the selection criteria, based on the duty statement, to assess applications. The selection criteria describe the personal qualities, skills, abilities, knowledge and qualifications (if any) a person needs to perform the role effectively.

The statement of claims addressing the selection criteria is your first opportunity to demonstrate your claims against the duty statement and selection criteria. Read the duty statement carefully and ensure you address each criterion. Use workplace achievements to demonstrate you have certain skills or experience rather than assertions about skills or experience. Use recent examples as far as possible.

The following **STAR** points are useful guides in outlining your competency or experience against to each duty/criterion.

Situation Set the context by describing the situation in which you demonstrated the skills or qualities and gained the experience.	Actions What did you do and how did you do it?
Task Describe the task	Results What did you achieve? What was the end result and how does it relate to the job that you have applied for?

If you find it difficult to identify strong examples for each duty/criterion, you can still show you understand what's required and how it should be done.

The application is also used by the selection panel to assess an applicant's writing and organisational skills as well as their eagerness for the job. Make sure your application is succinct, focussed and well organised. Show that you are well prepared and thorough by

ensuring it is sufficiently detailed and coherent as well as free of spelling or grammatical mistakes. Where possible, have someone, such as a colleague or supervisor, read over your application before lodging it.

While the position you are applying for is not an Australian Public Service position, the Australian Public Service Commission website provides some good information on how to address selection criteria. This link to a fact sheet about addressing selection criteria may assist you in preparing your application. <http://www.apsc.gov.au/publications-and-media/current-publications/cracking-the-code/factsheet5>

2. Referee Reports	3. The Interview
<p>Referee comments are a very important element of your application. You will be required to supply contact details of at least one referee. Your referee should be the person most familiar with your work, who can comment on your ability to perform against each duty/criterion. It is helpful if they are able to provide work-specific examples against each duty or selection criterion.</p> <p>You should assist referees by providing them with a copy of your application, the duty statement for the job/selection criteria and any other relevant materials. It is your responsibility to advise your referee/s that they will be contacted and to prepare them to be in a position to answer well all the questions they are asked.</p>	<p>Many people are nervous about interviews. Solid preparation is the key to a successful interview.</p> <p>On the basis of the duty statement and/or selection criteria, you may be asked a range of questions to demonstrate your skills and abilities. These could include behavioural-based questions and hypothetical scenario questions.</p> <p>The following interview tips might be helpful:</p> <ul style="list-style-type: none"> . Know your own story: <ul style="list-style-type: none"> – your key selling points; – examples of achievements relevant to the duty statement and selection criteria; and – what you might have done differently with the benefit of hindsight . Know the role and its broader context: <ul style="list-style-type: none"> – be familiar with the duty statement; – understand the work level standards required; – understand the broader context: the mission’s and Department’s priorities and how the job you are applying for fits into this picture; and – be aware of current affairs . Practice aloud to get comfortable with the wording of examples you might use, but don’t learn responses by rote – you don’t know what the questions are yet! . You may be given a copy of the questions a few minutes before interview. Be ready to jot down some notes . Dress appropriately for the interview and check your appearance in the mirror. You should feel comfortable and confident with your appearance

	<ul style="list-style-type: none">. Questions tend to be broad, open, behaviour-based questions to allow you to convince the interviewer of your suitability for the job/promotion. Present clearly and confidently. Questions need to be answered as if you were already at the level. Follow the STAR principle – Situation, Task, Actions, Results. Manage your time. If you have a 20 minute interview, you can't afford to spend 15 minutes on your first answer. You may be asked if there is anything you want to add – be ready. Remember the 6 P rule: Proper Prior Preparation Prevents Poor Performance.
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About the Australian High Commission in Suva

The Australian High Commission is located at 37 Princes Road, Tamavua, Suva.

Australia has had diplomatic representation in Fiji since 1964.

The Australian High Commissioner to the Republic of the Fiji Islands is the official representative of the Australian Government in Fiji. The High Commissioner is also Australia's Permanent Representative to the Pacific Islands Forum Secretariat.

The Deputy High Commissioner is accredited as High Commissioner to Tuvalu.

The following Australian Government departments are represented at the High Commission:

- Department of Foreign Affairs and Trade (DFAT)
- Australian Trade Commission (Austrade)
- Australian Federal Police (AFP)
- Department of Defence
- Department of Immigration and Border Protection (DIBP)
- Australian Centre for International Agricultural Research (ACIAR)

Additional information pertaining to the Australian High Commission can be obtained from our website www.fiji.embassy.gov.au

Position Description

Agency	Department of Immigration and Border Protection
Position number	SUV058
Title	Service Delivery Partner Liaison Officer / Regional Training Coordinator
Classification	LE6
Section	DIBP
Reports to	DIBP Regional Manager (Pacific)
Contract Type	Fixed term (12 months)
Salary Range	FJD65,305 – FJD77,634

About the Department of Immigration and Border Protection

The Department of Immigration and Border Protection (DIBP) works to keep Australia secure through border management and facilitates trade and travellers to Australia. The Visa Office in Suva assesses application for entry on a temporary or permanent basis. DIBP strives to make fair and reasonable decisions, ensuring compliance with Australia's immigration laws and integrity in decision-making.

About the role

Under general direction, the position is responsible for overseeing the monitoring, management and reporting on the delivery of services provided by DIBP's Service Delivery Partner (SDP) contract for the region, in liaison with onshore and offshore stakeholders.

This position works closely with the Pacific Region's management team in overseeing the region's learning and development arrangements to achieve departmental program outcomes and the region's business objectives.

The position has responsibility to assist the Regional Manager Pacific with strategic planning and coordination for the region, including conducting research, liaising with relevant stakeholders in leading to the development of regional plans, and monitoring and reporting on progress against agreed departmental outcomes and outputs. Additionally, the position provides high level strategic support and logistics for official visits, conferences and regional fora including PIDC.

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

- Oversee the management and the monitoring of DIBP's regional service delivery partner contract and relationship, including monitoring service levels, conducting audits and business continuity planning
- Assist to drive regional consistency of the implementation of new policy and procedures
- Coordinate regional responses to request for information and provide advice and expertise to deliver key regional outcomes
- Monitor and analyse issues and trends, and maintain accurate and up to date activity data, in delivery of the region's visa and citizenship programmes, reporting on progress and performance against agreed targets
- Provide high level secretariat support, briefings and logistics associated with stakeholder liaison; official visits to Post and for regional meetings and conferences, including the Pacific Immigration Directors Conference (PIDC)

- Represent the Pacific region within the Global Regional Training Coordinator network, advocating for the region's training needs, providing input to professional development strategies, and learning and development initiatives
- Develop, implement and monitor the Pacific Regional Training Plan and calendar, in consultation with regional post's management team
- Provide quarterly regional training reports; monitor mandatory training compliance and recommend Learning & Development (L&D) needs to management
- Deliver training, produce documents in support of training delivery, and adjust learning materials as required to suit local contexts
- Monitor and implement the regional Quality Assurance framework in line with existing regulations, policies and procedures

Qualifications/Experience

- Experience working in training, education, human resources, business management or related fields
- Tertiary qualifications in a relevant field
- Demonstrated, strong analytical skills and ability to think strategically
- Highly developed communication, negotiation, liaison and representation skills and demonstrated experience communicating with a variety of audiences

Selection Criteria

Please provide a response to each Selection Criteria. Applicants must write no more than ½ page or 500 words for each of the selection criteria stated below. Please note that your application will not be considered if this is not done.

1. Excellent written and oral communication skills.
2. Cultivates productive working relationships including well developed liaison and negotiation skills.
3. Demonstrated ability to set priorities and manage competing workloads to achieve outcomes within tight deadlines.
4. Demonstrated personal drive and initiative and ability to work independently.
5. Demonstrated flexibility and willingness to promote and implement business process improvements and/or workplace change.
6. A demonstrated record of personal integrity and confidentiality.

NB: Working for the department requires the highest standards of conduct. Exemplary ethical conduct on the part of the department's employees contributes significantly to the standing of the department in Australia and overseas and the overall effectiveness of its work. Employees are required to comply with the LES Code of Conduct.

Additional information pertaining to the Australian High Commission can be obtained from our website www.fiji.embassy.gov.au



Australian High Commission
Fiji

APPLICATION COVER SHEET

Please ensure that you complete all details in this coversheet and attach to the front of your application submission. Please note applications that do not include this coversheet, may not be considered.

1. Position Details

Please list the position you are applying for:

Position Title:

LES Classification Level:

Have you addressed the selection criteria? Yes No

2. Personal Details

Personal Particulars

Dr Mr Mrs Ms Other

Surname:

Given Names:

Date of Birth:

Postal Particulars

Postal or Residential

Country

Contact Details

Preferred contact number:

Mobile contact number:

Preferred email address:

Residency Details:

Please indicate your residency status in Fiji:

Fiji Citizen Other residency status (e.g. work, study permit)

If you are here on a work permit, please state duration

If you are not Fiji Citizen, please state your citizenship:

Equity and Diversity

Person with a Disability: Yes No
Choose not to give this information

3. Employment Details

Please list your current employment status: Ongoing Non-Ongoing
Contract

Please provide your current classification and/or job title:

Please list your current employer:

May we contact you at work? Yes No

4. Referee Details

Please provide contact details of two referees who would support your application.
(Please note that one of the referees should be a current Supervisor/Manager)

Primary Referee:

Name of Referee:

Contact Telephone Number:

Name of Organisation:

Position in Organisation:

Email:

Secondary Referee:

Name of Referee:

Contact Telephone Number:

Name of Organisation:

Position in Organisation:

Email:

5. Declaration

I hereby declare that all the information contained within the coversheet, my resume and my response to the selection criteria for consideration for employment by Australian High Commission is correct and that I understand that the Australian High Commission may make any necessary enquiries to verify my claims and assess my suitability.

Signature:

Date:

Please ensure that you complete the coversheet and submit it along with your response to the selection criteria and resume, using ONE of the following methods:

1. Post your submission to: OR 2. Email your submission to:

P O Box 214
SUVA

ahcsuvavacancy@dfat.gov.au

Applicants who may have a disability may wish to indicate this in your application so that the selection committee may be appropriately structured or to ensure any special equipment needed is provided for an interview.