



Australian Government

Department of Foreign Affairs and Trade

# Candidate Information Pack

LE3 Passport and Consular Officer/Receptionist

## About the Australian High Commission Suva

Australia and Fiji share a strong bilateral relationship with extensive people-to-people links and important trade and investment ties. 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 following Australian Government departments are represented at the Australian High Commission (AHC):

- Department of Foreign Affairs and Trade (DFAT)
- Australian Trade Commission (Austrade)
- Australian Federal Police (AFP)
- Department of Defence (Defence) and Australian Defence Force (ADF)
- Department of Home Affairs (Home Affairs)
- Australian Centre for International Agricultural Research (ACIAR)
- Australian Transaction Reports and Analysis Centre (AUSTRAC)
- Australian Criminal Intelligence Commission (ACIC)

The AHC is located at 37 Princes Road, Tamavua, Suva. Additional information about the AHC can be found on our website [www.fiji.embassy.gov.au](http://www.fiji.embassy.gov.au).

## About DFAT

### 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.

### Who We Are

At the very heart of everything we do as a department are our people. Our people represent Australia to the world, promoting and protecting our international interests to ensure our security and prosperity globally. It's important to us that our people reflect the rich and diverse cultures, experience, and background of the broader Australian community that we represent. That is why we are committed to fostering a diverse and inclusive workplace where all employees are respected for who they are and encouraged to contribute to their full potential. The department is comprised of motivated and professional teams. Our employees have a wide variety of qualifications and backgrounds. We welcome people with experience outside government including from the private and not-for-profit sectors. We value people with ideas, the ability to present them persuasively, and the drive and skill to see them adopted. We take pride in our reputation for acting with integrity and discretion. The department is committed to providing an inclusive and diverse workplace where all employees are valued. We appreciate the experiences, skills, and perspectives of all individuals. We actively encourage applications from people from diverse backgrounds.

## LE3 Passport and Consular Officer/Receptionist

|                 |  |
|-----------------|--|
| Agency          | Department of Foreign Affairs and Trade                              |
| Section         | DFAT   |
| Employment Type | Ongoing  |
| Position number | SUV013   |
| Location        | Suva   |
| Salary range    | \$37,563.24 – \$43,944.84 per annum + 10% employer FNPF contribution |
| Reports to      | Second Secretary & Consul  |
| Vacancy Closing | <b>Monday, 6 July 2026 at 4:30pm</b>                                 |

### About the position

Under general direction, the Passports Officer and Receptionist will undertake the delivery of passport services to Australian citizens in Fiji and manage the Australian High Commission's reception area, handling in-person, telephone and email enquiries. The role will also provide consular support as required.

#### Key responsibilities of the position include but are not limited to:

- Provide passport services to clients, including conducting passport interviews, scanning passport documentation and processing passport applications
- Process and issue emergency passports in accordance with relevant policies and guidelines
- Maintain stock levels of all passport related materials including application forms, travel documents and laminates
- Certify documents, perform notarial services and maintain the online records of services provided to Australian citizens
- Act as the first point of contact for passport and notarial enquiries, including management of the passports mailbox and provision of advice to clients
- Assist in the management of passport and consular fees, issue receipts and deliver collections via Cash Desk and Glider Pay
- Provide routine consular services and deliver consular support
- Maintain a list of key consular and passport contacts, including lawyers and medical services
- Undertake reception and switchboard duties, receive visitors, manage correspondence and deliveries, and respond to routine enquiries

#### Required Qualifications/Experience/Knowledge/Skills

- Strong administrative and organisational skills, including ability to exercise good judgement and work autonomously
- Highly developed written and oral communication skills and excellent interpersonal skills, including the ability to provide advice to internal and external stakeholders
- Sound information and communication technology skills and proficiency in the Microsoft Office suite of applications
- Proven ability to work in an adaptable and responsive manner in a dynamic work environment
- Demonstrated experience and/or knowledge of passports or consular operations is desirable
- Holds an unrestricted and valid drivers license

To apply, please complete the online application form available on the Australian High Commission Suva website at [www.fiji.embassy.gov.au](http://www.fiji.embassy.gov.au) by **4:30pm on Monday, 6 July 2026**. For more information about this vacancy, please contact us at [ahcsuvavacancy@dfat.gov.au](mailto:ahcsuvavacancy@dfat.gov.au).

Late applications and applications that do not provide all required information, including a pitch, will not be considered.

Your pitch is your opportunity to tell us why you are the right candidate for the role. Your application will be assessed on your ability to demonstrate, or have the potential to develop, the required skills, knowledge, experience and qualifications to proficiently perform the role. Relevant examples and accomplishments will strengthen your application.

## Additional Information

### Eligibility

To be eligible to work for the Australian High Commission, you must be eligible to work in Fiji by virtue of citizenship or relevant work permit. You must also pass character and police checks.

### 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.

### Written Application

Your submission must include the completed application form (including a pitch) and a brief CV.

### Review the Advertisement and Position Description

All advertised positions have a corresponding advertisement and position description setting out the key responsibilities and tasks required in the job. The advertisement and position description also sets out the experience, skills and personal qualities a person needs to perform the role effectively.

### Provide a CV

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 and awards. Please include brief information about each of the previous positions you have held.

### Complete your application and, importantly, your pitch

Your application and pitch (limited to 600 words) is a chance to tell the Selection Advisory Committee (SAC) why you are the right person for the job, with demonstrated experience to support your claim. This is your first opportunity to demonstrate your claims against the position description and advertisement. Carefully read the position description and advertisement!

Your pitch is to advise:

- briefly, why you are interested in the role and what you can contribute.
- how your skills, knowledge and experience will ensure your success in the role.

In your response, you should provide two or three examples of your workplace achievements. Your achievements should highlight the specific skills and work experience we are seeking as described in the position description and advertisement. For tips on how to effectively write examples see inset box below.

#### What is the STAR model?

The STAR model is one way of presenting information and examples in a pitch. Think about the following and use these points to form sentences:

- **Situation**—set the context by describing the circumstance where you used the skills or qualities and gained the experience.
- **Task**—what was your role?
- **Actions**—what did you do and how did you do it?
- **Results**—what did you achieve, what was the end result and how does it relate to the job you are applying for?

In a nutshell, your pitch should answer the question why should we hire you? Please note that your application will not be considered if the pitch is not completed.

**Treat your application like a formal document**

Please ensure correct grammar and spelling and use accurate punctuation where appropriate. We strongly recommend you write your pitch in an application such as Microsoft Word and then copy and paste it into your application form when completed. This should prevent the loss of your work and spelling errors.

**Referee reports**

You will be required to supply contact details of two referees that the SAC may contact; this should be your current supervisor and a recent past supervisor. The committee may seek comments from others who know your work but you have not listed as a nominated referee. If this is the case the SAC may contact you beforehand. Not all candidates will have a referee check conducted – this will be at the discretion of the SAC.

Referee comments should be framed around the position description. The SAC will seek evidence-based evaluations of your performance against the position description. We recommend that you discuss your claims with your referees to ensure that you are aware of the comments they may make in discussions with the SAC. If an adverse comment is made that will have a significant bearing on an application, the SAC will give the candidate concerned the opportunity to respond to the adverse comment(s).

**Interview**

If you are shortlisted, you will be invited to attend an interview. We acknowledge that many of us experience nervousness about interviews. Solid preparation is the key to a successful interview. Keep in mind that you may be asked a range of questions to demonstrate your skills and experience. These could include behavioural-based questions and hypothetical scenario questions.

You may find the following interview tips helpful:

- Know your own story – identify your key selling points, consider examples of achievements relevant to the position description and think about what you might have done differently with the benefit of hindsight.
- Know the role and its broader context – familiarise yourself with the position description, understand the priorities of the AHC and DFAT 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 remember you don't know what the questions are yet so prepare examples that can be tailored to different scenarios.
- You may be given a copy of the questions a few minutes before interview – be ready to jot down some notes.
- Manage your time effectively, if you have a 20-minute interview you can't afford to spend 15 minutes on your first answer.

**Disclaimer**

- The position you are applying for is not an Australian Public Service employee position.
- Working for the AHC requires the highest standards of conduct. Exemplary ethical conduct of employees contributes significantly to the standing of DFAT in Australia and overseas and the overall effectiveness of our work. Employees are required to comply with the LES Code of Conduct.
- This is a locally engaged position subject to Fiji labour laws. All costs and arrangements for a work permit (if required to be eligible to work in Fiji) are the responsibility of the candidate.

Further information about the Australian High Commission can be found on our website [www.fiji.embassy.gov.au](http://www.fiji.embassy.gov.au).