



**Australian High Commission
Fiji**

Candidate Information Pack
Community Liaison Officer (CLO)
(Part-time, 12 month contract)

Applications Close: 4.00pm, Tuesday 03 November, 2020

Email applications 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. Application

Your submission must comprise of the completed Application form and a brief CV.

Your CV should be brief (**no more than 2 pages**) and include your current position, previous positions (working backwards), academic qualifications, languages, and other relevant information– including publications and awards.

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

The one page pitch addressing the position description is your first opportunity to demonstrate your claims against the position description. Read the position description carefully, 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.

If you find it difficult to identify strong examples, you can still show you understand what is required and how it should be done.

2. One page pitch

Your 1 page pitch (limited to 500 words) is a chance to tell the Selection Committee why you are the right person for the job. The Selection Committee want to know:-

- why you want to work at the AHC,
- why you are interested in the role,
- what you can offer them, and how your skills, knowledge, experience and qualifications are applicable to the role. In a nutshell – why should DFAT hire you?

Treat your application like a formal document

Ensure grammar and spelling are correct, and that you have used the correct punctuation where appropriate. **We strongly recommend you write your one page 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.

Note: The position you are applying for is not an Australian Public Service position.

3. Referee Reports

You will be required to supply contact details of two referees that the committee may contact; this should be your current supervisor and a recent past supervisor. The committee may decide to contact a referee – either before or after interview. The committee may contact you in cases where you have advised the Committee not to at this stage. The committee may seek comments from others who know your work but you have not listed them as a nominated referee. If this is the case the committee may contact you beforehand. Not all candidates will have a referee check conducted – this will be at the discretion of the Selection Committee.

If you are currently working within the Australian High Commission, Suva it is your responsibility to advise your referees that they may be contacted by a member of the Committee. If you work in private employment, the committee/or a representative of the committee may call you to discuss contacting referees.

Referees' comments should be framed around the position description. The committee 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 selection panel. If an adverse comment is made that will have a significant bearing on an application, the committee will give the applicant concerned the opportunity to respond to the adverse comment(s).

4. The Interview

Many people are nervous about interviews. Solid preparation is the key to a successful interview.

On the basis of the position description, you may be asked a range of questions to demonstrate your skills and abilities. These could include behavioural-based questions and hypothetical scenario questions.

The following interview tips might be helpful:

- Know your own story:
 - ✓ your key selling points;
 - ✓ examples of achievements relevant to the position description and
 - ✓ what you might have done differently with the benefit of hindsight
- Know the role and its broader context:
 - ✓ be familiar with the position description;
 - ✓ 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
- 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
- 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.

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 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)
- Australian Defence Force (ADF)
- Department of Home Affairs (DHA)
- 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 Foreign Affairs and Trade
Position number	SUV021
Title	Community Liaison Officer
Classification	LE3
Division/Post/Section	Suva
Reports to	Counsellor and Consul-General
Contract type	12 month Contract 15 hours per week (days/hours flexible)

About the Australian Government's Department of Foreign Affairs and Trade

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.

Australia has an effective development partnership with the Pacific that is boosting economic growth, tackling poverty, building healthy and resilient communities, reducing violence, empowering women, and strengthening democracy, justice and governance.

About the role

The Community Liaison Officer (CLO) is someone who has lived-experience of being posted overseas. They assist diplomatic staff and families by providing guidance and support, particularly in the lead-up to their posting, and on arrival in Fiji. They are a contact point for all manner of questions in areas such as education, health, property management, recreation and employment.

CLOs work closely with the Counsellor and Consul-General and the High Commission corporate team, as well as the Staff and Family Support Office in DFAT Canberra.

Under direction, the CLO assists with:

- Maintaining the register of A-based arrivals and departures
- Arrival and departure processes, including coordination of checklists and deployment of the settling in and out kits
- Pre-arrival checks of posted officers' accommodation to ensure it is suitable for the family composition and ready for occupation
- Familiarisation tours for new A-based staff and families, including staff on longer short-term missions.
- Regular communication and contact between families and the post
- Facilitating and supporting activities that foster good AHC community relations
- Collecting and updating information relating to living conditions in Suva
- Completing the bi-annual ECA pricing and living conditions surveys
- School enquiries and enrolments
- Contact with community organisations
- Liaise on a regular basis with the Staff and Family Office of the Department of Foreign Affairs and Trade and, through that office, with attached departments as necessary on matters of concern to officers, spouses and families.
- Contact with other High Commissions and Embassies in Suva on best-practice community support
- Updating the post report
- Managing the AHC Living in Suva intranet page
- Serving on the Social Club Committee and assisting with Club events.

Qualifications/Experience

- A driver's licence – essential
- Familiarisation with Microsoft Publisher – desirable (NB: training can be provided)
- Familiarisation with Weebly web design and publishing – desirable (NB: training can be provided)
- Experience of at least one overseas posting prior to their current posting – desirable
- Have first-hand knowledge and appreciation of the issues relating to spouses, partners, dependants and single A-based officers serving overseas – desirable
- Spent at least six months living in Suva prior to appointment – desirable
- An NV1 or NV2 security clearance – desirable, but not essential.

One Page Pitch (limited to 500 words)

Please complete the **Application Form** which includes a one page pitch to support your application for the role.

Your **pitch** to the Selection Committee should state:-

- Why you are the right person for the job,
- Why you wish to work for the Australian Commission, Suva and what you can offer.
- What skills, knowledge, experience and qualifications you possess that are applicable to the role.

Applicants must write no more than 500 words.

Please note that your application will not be considered if this is not done.

NB:

1. 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 Locally Engaged Staff (LES) Code of Conduct.
2. 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 applicant.

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