



**Australian High Commission
Fiji**

**Candidate Information Pack
Office and SDP Liaison Manager, LE 6**

Application Close: 4pm Monday 20 August, 2018

Email Application 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 3 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 describes 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 1200 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 behavioral-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 selection criteria; 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, behavior-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 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 \(AFP\)](#)
- [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

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|---------------------------|-----------------------------------|
| Agency | Home Affairs |
| Position number | SUV055 |
| Title | Office and SDP Liaison Manager |
| Classification | LE6 |
| Section | Home Affairs |
| Reports to (title) | Principal Migration Officer, Suva |

About the Department of Home Affairs

The Department of Home Affairs works to keep Australia secure through border management and facilitates travellers to enter Australia on a temporary or permanent basis. The department strives to make fair and reasonable decisions for people entering Australia, ensuring compliance with Australia's immigration laws and integrity in decision-making.

About the position

The Office and Service Delivery Partner (SDP) Liaison Manager, under limited direction and supervision, manages the day to day operation of financial, asset, programme, personnel and workplace issues across the office. The position is responsible for monitoring individual and team output, and ensuring program delivery and performance standards are met, in accordance with relevant policies, legislation and procedures. This position works closely with the Pacific Region's management team and the SDP Section onshore to assist in overseeing the region's SDP arrangements to achieve departmental program outcomes and regional business objectives.

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

- Develop and implement plans for the work area and contribute to strategic planning for longer-term initiatives, including identifying opportunities to increase section efficiency and consistency
- Manage the section budget, including expenses, forecasting and reconciliation, and provide reports as required
- Monitor, analyse and anticipate trends and issues in visa lodgements and finalisations, maintain activity data and report on progress and performance against agreed targets
- Assist in preparations for Ministerial and other official delegation visits
- Work with the SDP section onshore to ensure the delivery of services provided by TT Services, including monitoring service and performance levels for the region's Australian Visa Application Centres, and business continuity planning
- Identify opportunities to improve client service delivery via the SDP model, promote and implement business improvements in the linkages between the Visa Office and the SDP
- Assess and decide on complex temporary and permanent cases
- Coordinate responses on a range of matters and provide key advice to the Principal Migration Officer to deliver key outcomes
- Formulate office policies, procedures and directions, and provide leadership on corporate governance and client service issues
- Manage and allocate human, physical and IT resources to ensure the office delivers visa and citizenship programs

- Supervise and lead a small team, monitor performance of team members and coordinate administration and logistics for section staff
- Liaise and negotiate with a range of internal and external stakeholders, including Home Affairs headquarters, the SDP, regional posts, other agencies, external organisations and clients
- Prepare ministerial and other correspondence, and provide advice to the Minister's Office and Parliamentary Liaison Network
- Maintain the compliance register and the Australian High Commission website
- Manage storage of records, and oversee the archiving and destruction of files
- Perform the duties of IT Systems Supervisor, including performing troubleshooting, backups and updates as required
- Manage post's Quality Assurance and visa and financial risk assessment and management activities and support the Department's framework for disaster risk reduction, mitigation and resilience in the Pacific
- Develop, implement, monitor and report on post's training plan and calendar
- Deliver post's training requirements, produce documents in support of training development and delivery and adjust learning materials as required to suit local contexts
- Liaise and coordinate with post management in development and maintenance of a communication strategy to ensure consistent client service delivery across the region

Qualifications/Experience

- Relevant qualifications, knowledge or experience in office management, accounting or finance, and/or temporary entry and migration law, processes and policies
- Fluent English language skills both orally and in writing
- Must have sound Information Technology skills and the capacity to quickly become proficient in High Commission and Home Affairs systems, programs and policies.
- Experience working in a client service role would be an advantage

One Page Pitch (limited to 1200 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 1200 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 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.

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