

## LES Position Description

<b>AGENCY</b>	Department of Foreign Affairs and Trade
<b>POSITION NUMBER</b>	SUV126
<b>POSITION TITLE</b>	Protocol and Corporate Support Officer
<b>CLASSIFICATION</b>	LE4
<b>SECTION</b>	Corporate and Consular Section
<b>REPORTS TO (TITLE)</b>	First Secretary and Consul

### About The 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.


### About the position

Under the Vienna Conventions on Diplomatic and Consular Relations, Australian diplomats have access to a range of privileges and immunities in Fiji. These privileges and immunities are managed by the Ministry of Foreign Affairs of the Republic of Fiji in consultation with related ministries and agencies.

Under limited direction, the Protocol and Corporate Support Officer contributes to the efficient, responsive, and effective delivery of protocol services for the Australian High Commission in Fiji. The position also supports incoming and departure arrangements for Australian diplomats and officials and provides corporate support to the Counsellor (Management) and Consul-General.

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

- Maintain a comprehensive understanding of relevant legislation and policy frameworks including protocol guidelines and procedures and DFAT procedures and instructions.
- Provide advice and expertise on standard and complex protocol cases, including preparing notes verbale, third party notes (TPNs) and other correspondence as necessary.
- Manage and maintain the protocol register for visas, identification cards, incoming and outgoing TPNs, and High Commission shipments.
- Identify, develop and implement solutions to resolve issues and achieve successful outcomes, including high level engagement with the Ministry of Foreign Affairs and Fiji Immigration.
- Manage and maintain strong working relationships with Fiji Government representatives, authorities and other diplomatic missions and international organisations.
- Manage and provide advice on the arrival and departure arrangements for Australian diplomats and officials, including coordinating tasking with other High Commission areas.
- Support the Counsellor (Management) and Consul-General to manage corporate priorities and risks, including coordinating section work plans, corporate projects and organisational charts.



### Required Qualifications/Experience/Knowledge/Skills

- Demonstrated experience in protocol or a related field. An understanding of Fiji's protocol policies and procedures is desirable.
- Excellent communication and interpersonal skills, including the ability to maintain confidentiality and exercise discretion.
- Demonstrated ability to work under limited supervision, exercising sound judgement and having a solution-focused approach.
- Proven ICT skills, particularly in the use of Microsoft Office software including Microsoft Visio.
- Demonstrated ability to work under pressure and meet deadlines and provide high level executive support to achieve business objectives.
- Strong stakeholder management and client services skills.