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| **AGENCY** | Department of Foreign Affairs and Trade |
| **POSITION NUMBER** | HA007 |
| **POSITION TITLE** | Consular and Passports Officer |
| **CLASSIFICATION** | LE4 |
| **SECTION** | Corporate  |
| **REPORTS TO (TITLE)** | Consul (Senior Administrative Officer) |

**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.

**About the position**

Under the general direction of the Consul, the Consular and Passports Officer provides high quality consular, passport and notarial services to Australian citizens in Zimbabwe and countries of accreditation (Malawi, Zambia, Democratic Republic of the Congo and Republic of the Congo). The officer may be required to provide emergency consular assistance outside of office hours and travel to accredited countries on an ad hoc basis.

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

* Provide consular services to Australians in Zimbabwe and other countries of accreditation in accordance with the Consular Services Charter, the Australian Privacy Act and other departmental guidelines in circumstances that may include hospitalisation, arrest, imprisonment, death, welfare, whereabouts or a crisis situation.
* Provide a range of passport services, including client interviews for Australians in Zimbabwe and countries of accreditation in accordance with the Australian Passports Act and departmental guidelines
* Perform a range of notarial services consistent with Australian legislation and guidelines
* Provide timely advice and reporting on consular, notarial, and passport matters, including updates to the Embassy’s Crisis Action Plans and Travel Advisories.
* Work closely with the Australian Honorary Consuls in countries of accreditation to ensure they can provide high levels of consular and passport services.
* Supervise and mentor the Corporate Services & Consular and Passport Support Officer across the range of consular, passport and notarial services
* Establish, strengthen and maintain a strong network of key contacts across the region, including with local authorities, including immigration and emergency services organisations, in relation to consular and/or passport matters·
* Manage diplomatic visa requests for officers being posted to Australia from Zimbabwe and countries of accreditation.
* Develop and update consular and passport content for the Embassy website and social media platforms.
* Maintain consular and passport related databases and filing systems. Reconcile passport revenue when required in line with relevant financial management guidelines.
* Provide consular assistance to Papua New Guinea citizens and process visa applications to PNG.
* Provide other administrative and operational support within the Embassy, including outside of regular business hours, as required.

**Qualifications/Experience**

* Demonstrated senior level experience working in client services or a similar area. Prior experience in consular and passport services an advantage
* Ability to communicate professionally and sensitively with clients and authorities, including difficult or distressed clients.
* Demonstrated ability to prioritise to meet deadlines, problem solve, think strategically and apply judgement and discretion to achieve results.
* Excellent communication skills including fluency in written and oral English. Local dialect and French language skills desirable.
* Ability to apply relevant guidelines, policies and legislation to complex situations
* Sound knowledge of local laws and customs, government agencies, local authorities, legal and social services in Zimbabwe or the ability to acquire this knowledge including for countries of accreditation
* Demonstrated organisation and time management skills with the ability to manage multiple tasks with limited supervision while maintaining a high level of attention to detail.
* Strong IT skills, including an understanding of social media and other communication platforms.