



AUSTRALIAN EMBASSY BEIRUT

Locally Engaged Staff Job Vacancy

Agency	Department of Foreign Affairs and Trade (DFAT)
Position number	BEI8715
Title	Locally Engaged Consular/Passport Officer (Property Support)
Classification	LE3
Section	DFAT Consular/Passports
Reports to (title)	Second Secretary and Consul

The Embassy is seeking an experienced and energetic person to join its administrative team in the position of Passport/Consular Officer (Property Support).

Employment at the Embassy is subject to acceptance of the Embassy's standard terms and conditions of employment of Locally Engaged Staff, and successful completion of security vetting and other requirements.

Embassy employees must demonstrate exemplary standards of integrity and professionalism at all times, as set out in the Embassy's Code of Conduct for Locally Engaged staff.

INSTRUCTIONS:

Applications should include:

- An expressions of interest statement addressing the selection criteria below;
- A current CV; and
- Names and contact details for two recent work referees.

Please ensure that your statement addressing the selection criteria is between 500-700 words only. When addressing the selection criteria it is important to relate your skills, knowledge and experience to the position description provided. Include concrete examples against each selection criteria.

Please note that suitability for these positions will be judged against the selection criteria and that applications that fail to address the selection criteria and/or fail to include referee details will not be considered.

Please email applications to recruitmentlebanon@dfat.gov.au.

Applications must be received by close of business 19 March 2018. Late applications will not be considered. Only shortlisted candidates will be contacted regarding applications.

The Embassy website (www.lebanon.embassy.gov.au) provides a wide range of information about the Embassy's activities and services. Australian Government objectives, under which the Embassy operates, can be found on the Department of Foreign Affairs and Trade website (www.dfat.gov.au).

Selection Criteria

1. Demonstrate your ability to work as part of a productive and professional team and deal with a range of client.
2. Demonstrate your ability to manage a diverse workload, competing priorities and tight deadlines in order to deliver successful work outcomes.
3. Demonstrate a strong understanding of conflict of interest issues and ethical work practices and a commitment to information privacy, confidentiality and security principles.

About the position

Under general direction and within established procedures and guidance, the Locally Engaged Consular/Passport Officer is responsible for providing a range of consular and passport services of varying degrees of complexity. The Officer is also responsible for undertaking property and a number of administrative duties.

Consular and Passports Section is the Embassy's principle face-to-face engagement with the Australian public at the Chancery. A high degree of integrity and sound knowledge of the latest regulations, policies and procedure are required. Arabic is essential due to the large non-English speaking dual national client base.

Key Responsibilities

The key responsibilities include but are not limited to:

- Under supervision, respond to routine consular and passport enquiries, including information on the passport application process in accordance with OPI guidelines, and consular enquiries in line with the Consular Charter.
- Update the consular databases (CIS, ORAO, LibanCall SMS, consular reference lists etc.). Research periodically service providers and systems (lawyers, shelters, hospitals) to remain abreast of services available in Lebanon.
- Conduct passport interviews, application processing, scanning and passport delivery, including thorough checking and verification of documentation, alert listings and parental consent as well as confirming records in the delta-web and Passport Issue and Control System (PICS) databases.
- Provide a full range of notarial services to clients, including preparation of documentation for signature/witnessing in accordance with Consular Handbook. Prepare third country visa letters.
- Assist in the provision of services to consular clients, including prison and hospital visits and follow up on complex cases etc.
- Provide translation/interpreting assistance as required with some clients.

- Contribute to section work plans and operational objectives of the consular/passport section.
- Assist with research, review and testing of the Crisis Action Plan (CAP). Assist with management of consular and emergency kits.
- Assist with other client services duties including re-directing calls, reviewing phone message systems, information on the website, local brochures etc. Monitor the general Embassy email address and respond or redirect as required.
- Provide property and administration services under the supervision of the Second Secretary and Consul and/or Senior Administration Officer (SAO) for the maintenance of the Chancery and A-based Residences and other property related issues.

Qualifications/Experience

- A high level of flexibility and responsibility, and the ability to work both independently and as an effective team member.
- Excellent written and spoken communication skills and fluency in English and Arabic.
- Client service experience.