



Australian High Commission
Port Moresby

Candidate Information Pack

Consular Policy and Crisis Planning Manager

Consular and Passport Section

Closing Date: Tuesday, 14 August 2018

Enquiries to: pngahc.recruitment@dfat.gov.au

This information pack should assist potential candidates to understand the work of the AHC, what is involved in the roles, how to apply, the recruitment process and also help you make an informed decision to apply.

Position Description

Title	Consular Policy and Crisis Planning Manager
Classification	Locally Engaged 6 (LE6)
Section	Consular and Passports Section
Reports to (title)	First/Second Secretary and Consul

About the Australian High Commission in Port Moresby

The Australian High Commission (AHC) represents the Australian Government by advancing the interests of Australia and Australians in Papua New Guinea (PNG). Our primary national interest is in a strong bilateral relationship underpinned by a peaceful, secure and prosperous PNG and Pacific Region. The High Commission is also responsible for informing Canberra about developments in areas such as domestic politics, immigration, economics, trade and investment, culture, defence and development cooperation, with a view to informing Australia's foreign policy. And for promoting a positive image of Australia, enhancing people-to-people links, and delivering consular assistance to Australians in need.

About the Department of Foreign Affairs and Trade

The Department of Foreign Affairs and Trade (DFAT) advances 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 role

Under limited direction, the Consular Policy and Crisis Planning Manager is responsible for leading and managing the Consular and Passports Section of the AHC. The position drafts and maintains post's plans for responding to crises, including those involving Australian citizens and business interests, in accordance with relevant policies, legislation and procedures.

The Consular Policy and Crisis Planning Manager provides high-level assistance and advice to the Consul/Consul-General and other senior management at post in coordinating and managing the Australian Government's response to a crisis in Papua New Guinea (PNG). The position proactively develops and maintains a wide range of contacts in PNG Government organisations, other foreign missions and within the private sector to support the provision of consular services at post. This position may be required to travel within PNG.

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

- Manage the provision of consular and passport services to Australian and Canadian citizens in PNG
- Interpret policy and provide high-level consular and passport support to senior management

- Provide strategic advice and prepare reports for senior management on consular cases and statistics
- Manage and implement cultural and procedural change within the Consular and Passports Section
- Lead the Consular and Passports Section, including managing the team's performance, setting priorities and ensuring key performance indicators for client service are met
- Develop and maintain the Crisis Action Plan (CAP) for the post, including regular testing of the CAP, and provide crisis preparedness advice to post management
- Oversee the processing of applications for Australian passports and other travel documents, including liaison with the Australian Passport Office concerning the issue of travel documents to Australians
- Oversee the processing of applications for Canadian passports and other travel documents, including liaison with the Canadian Passport Office concerning the issue of travel documents to Canadians, in accordance with relevant Canadian legislation
- Prepare and implement changes to local policy regarding the issue of travel documents to Australian and Canadian citizens, in particular regarding complex cases
- Oversee complex or high profile consular cases and deliver professional consular services in cases involving the welfare, whereabouts, arrest/detention or death of Australians and Canadians in PNG
- Develop and maintain a range of consular contacts throughout PNG, including government organisations, diplomatic missions and service providers, medical evacuation companies and hospitals that are able to assist in a crisis
- Provide high level recommendations and advice to senior management in coordinating the Australian government's response in the event of a crisis or other emergency
- Plan and manage consular support for major events with significant Australian attendance
- Develop the High Commission's Consular Warden network, providing support and guidance to the wardens as required
- Liaise with DFAT Canberra and other Australian and local government agencies in relation to consular policy issues
- Undertake consular representational duties, including representing the High Commission at meetings, in negotiations and during prison visits
- Participate in the on-call duty roster

Qualifications/Experience

- Appropriate tertiary qualifications and/or experience working in a similar role
- Sound knowledge, or the ability to quickly acquire an understanding, of the *Australian Passports Act 2005*, associated regulations and the *Consular Services Charter*
- Sound knowledge of PNG local laws and customs, government agencies, local authorities and social services
- Excellent communication skills in both written and spoken English
- Demonstrated knowledge in the use and maintenance of computer-based information systems, including proficiency in Microsoft Office applications

One-page pitch statement of claims

The Australian High Commission, Port Moresby (AHC) uses the one-page pitch (**1,000 words**) approach to job applications. The one-page pitch streamlines the recruitment process for the AHC, the Selection Advisory Committee (SAC) and the applicants.

The one-page pitch is your opportunity to tell the SAC:

- Why you want to work at the AHC
- Why the AHC should select you for employment
- Why you are interested in the role
- How your skills, knowledge, experience and qualifications are applicable to the role

Below is some useful information about the one-page pitch statement of claims that should assist you.

When writing your pitch:

- Identify your skills to perform the main elements of the role
- Identify your particular strengths and outcomes you have achieved in the workplace
- Identify your suitability against the selection criteria
- Identify relevant and specific examples
- Don't assume the SAC knows you or your work
- Make it appealing and interesting e.g. demonstrate how you 'saved the day'
- Stick to the point – quality not quantity
- Do not exceed the –**1,000 word limit**, applications that go over this limit **will not be considered**
- Don't repeat what's already in your CV
- Checking spelling and grammar
- Font style should be **Times New Roman**, font **size 12**

Identifying examples / evidence to use:

- When selecting your examples, try not to duplicate information that can already be found in your CV, but do highlight any specific examples or achievements that will demonstrate your ability to perform the role
- Make sure your skills, knowledge and experience match what's required and back these up with relevant and recent examples
- Emphasise how well you have performed and back it up with evidence
- Present information about yourself in terms of broader benefits to the AHC and the Development Aid program that you have an interest in and/or skills and experience
- Draw on real examples from your previous or current work experience, volunteer work and/or study which demonstrate your abilities against the selection criteria and are in relation to the role

You should consider using examples that are:

- Specific: show what you have done in the past, the what and the how
- Relevant: demonstrate the requirements of the position / level
- Sufficient: provide enough information
- Valid: are correct and up to date

Selection Criteria

The following criteria will be used to assess an applicant's suitability for a position.

When considering your application, the Selection Advisory Committee will seek evidence of performance against each of the criteria as demonstrated in your one-page pitch statement of claims.

1. Supports and Contributes to strategic direction

The ability to understand the link between the work of the team, the AHC and the Development Cooperation's work in PNG. This is demonstrated by analytical thinking and sound judgement and the ability to translate goals in operational objectives.

2. Achieves results

The ability to work towards the delivery of outcomes and draw on one's own and other's expertise to achieve goals and objectives. It is about how you deal with and implement change. This includes taking ownership, planning and organising, program and contract management and risk management.

3. Values Teamwork and Builds Partnerships

The ability to work well in a team, have respect for your colleagues, and build and nurture internal and external relationships. It also includes developing, supporting and mentoring staff.

4. Demonstrates personal drive and integrity

The ability to push yourself to achieve your work goals while maintaining integrity, professionalism and confidentiality. It includes providing impartial and forthright advice, facing challenges constructively, resilience and adaptability.

5. Works and communicates with influence

The ability to communicate clearly with internal and external stakeholders, colleagues and clients, listen, understand and adapt to the audience in presentations and representations. It also includes the ability to negotiate to achieve the best outcome for all parties and creating acceptance and support.

6. Specific specialist/professional knowledge, skills and experience

Demonstrated professional and/or technical qualifications or specialist expertise, knowledge or experience in relation to one of more of the Australian High Commission's programs within the Development Cooperation sector.

How to Apply

Applications must be submitted to The Human Resources Section, pngahc.recruitment@dfat.gov.au by 4.30pm, **Tuesday, 14 August 2018**.

Late applications will not be accepted. Your application must include:

1. A **Curriculum Vitae** (*3 Page maximum*) which includes:
 - Personal details (do not include marital status, religion or date of birth);
 - Employment history;
 - Education, qualifications and relevant training;
 - The names and contact details of two professional referees; and
 - Interests/hobbies if they demonstrate personal achievements or relate to the selection criteria.

Don't attach certificates, awards etc., these may be requested at interview.

2. Your completed **Job Application Form including your one page pitch (1,000 words)**. A complete Job Application Form **must be submitted to be considered for the next round** in the recruitment process.

Emailed applications **must** include your name and the job title in the subject line of your email for easy reference.

E.g. **John Smith – Consular Policy and Crisis Planning Manager**

Helpful Hints in Applying

Please take your time in completing the job application form and preparing your CV as the Selection Advisory Committee's decision on who moves to the next stage in our recruitment process will be based on the information you provide. Please draw on experience you have gained from work, social or study situations to demonstrate your skills and complete all areas of the job application form.

What happens next?

Acknowledgement

Given the number of candidates applying, only those considered suitable for interview will be contacted.

Shortlisting

Shortlisting of candidates would be expected to commence soon after the closing date for applications. The timeframe for shortlisting will depend on the size of the field, and may take several weeks to complete. The Selection Advisory Committee will shortlist candidates against the selection criteria and only those candidates who demonstrate the strongest claims will be selected for interview.

Assessment of candidates

The Selection Advisory Committee may use a variety of methods to assess candidates. These may include an interview, a written exercise or a specific skills test.

Interview

The AHC will consider candidates available for interview from the date applications close, unless you advise otherwise. The Selection Advisory Committee will give you a minimum of three days notice prior to your interview. Upon notification of your selection for interview, you should advise the Human Resources section of any special requirements. All candidates interviewed will be advised of the outcome via email.

Referee Reports

Details of two professional referees should be listed in the CV. Ideally, one will be your current or recent supervisor. In most circumstances, referee reports will only be requested from candidates shortlisted for interview.

Selection

The AHC's staff selection process is governed by the merit principle. The merit principle requires that selections are based on abilities, qualifications, experience and standard of work performance as reflected in the selection criteria and preclude discrimination on the basis of age, gender, race or sexual preference.

Order of Merit and Placement

Suitable candidates will be placed on an order of merit and may be offered a suitable position up to 12 months from the date of advertising. Being found suitable does not guarantee a promotion, transfer or offer of employment. If a candidate declines the position offered, they will be placed back on the order of merit, and may be offered a position within the 12 month timeframe.

The Australian High Commission promotes a workplace free from discrimination and harassment and is a smoke and buai free environment.