



Australian Government

Department of Foreign Affairs and Trade

Candidate Information Pack

Consular & Passport Officer, LE4



About the Australian High Commission Suva

Australia and Fiji share a strong bilateral relationship with extensive people-to-people links and important trade and investment ties. 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 and Australia's Special Envoy for the Pacific and Regional Affairs. The High Commissioner is also Australia's Permanent Representative to the Pacific Islands Forum Secretariat.

The following Australian Government departments are represented at the Australian High Commission (AHC):

- Department of Foreign Affairs and Trade (DFAT)
- Australian Trade Commission (Austrade)
- Australian Federal Police (AFP)
- Department of Defence (Defence) and Australian Defence Force (ADF)
- Department of Home Affairs (Home Affairs)
- Australian Centre for International Agricultural Research (ACIAR)
- Australian Transaction Reports and Analysis Centre (AUSTRAC)
- Australian Criminal Intelligence Commission (ACIC)

The AHC is located at 37 Princes Road, Tamavua, Suva. Additional information about the AHC can be found on our website www.fiji.embassy.gov.au.


About DFAT

What We Do

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.

Who We Are

At the very heart of everything we do as a department are our people. Our people represent Australia to the world, promoting and protecting our international interests to ensure our security and prosperity globally. It's important to us that our people reflect the rich and diverse cultures, experience, and background of the broader Australian community that we represent. That is why we are committed to fostering a diverse and inclusive workplace where all employees are respected for who they are and encouraged to contribute to their full potential. The department is comprised of motivated and professional teams. Our employees have a wide variety of qualifications and backgrounds. We welcome people with experience outside government including from the private and not-for-profit sectors. We value people with ideas, the ability to present them persuasively, and the drive and skill to see them adopted. We take pride in our reputation for acting with integrity and discretion. The department is committed to providing an inclusive and diverse workplace where all employees are valued. We appreciate the experiences, skills, and perspectives of all individuals. We actively encourage applications from people from diverse backgrounds.



Consular & Passport Officer, LE4

Agency	Department of Foreign Affairs and Trade
Section	Corporate
Employment Type	Ongoing
Position number	SUV12
Location	Suva
Salary range	\$48,649.53 – \$56,912.55per annum + 10% employer FNPF contribution
Reports to	Second Secretary and Consul
Vacancy Closing	Thursday 29 May 2025 at 4:00pm

About the position

Under general direction, the Consular Officer provides consular services to Australian citizens, including in the event of hospitalisation, arrest, death, welfare, whereabouts or crisis situations. This position also provides efficient and secure passport and notarial services and supports the Australian High Commission's response to crises.

This position may be required to provide emergency consular assistance outside of office hours and travel on an ad-hoc basis. This includes participating in an after-hours on-call duty roster.

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

- Manage and undertake the provision of consular, passport and notarial services to Australian citizens in accordance with relevant Australian legislation and guidelines. This includes offering timely advice, reporting on cases, and drafting written correspondence.
- Under guidance, manage complex consular cases and provide practical assistance, including in cases of arrests/detentions, hospitalisations, medical evacuations, assaults, deaths, and whereabouts of Australian citizens as well as participate in consular visits to hospitals, morgues, detention centres, prisons, and other service providers.
- Supervise the Passports Officer and Receptionist, establish work priorities, monitor performance, provide regular feedback and identify learning opportunities.
- Manage passport services to Australian citizens including client interviews, processing applications, financial transactions, providing advice and managing casework.
- Develop and maintain effective working relationships with a range of key stakeholders, including local hospitals, police, lawyers, social services, airlines, government and non-government authorities.
- Contribute to the preparation of consular and passport related reporting including travel advisories, contingency plans for major events and post's Crisis Action Plan (CAP).
- Provide backup support to the Passports Officer and Receptionist with counter duties as required, including performing full reception duties during periods of leave.



Required qualifications/experience/knowledge/skills

- Strong interpersonal and communication skills and the ability to respond effectively to and manage distressed people and/or situations with tact and compassion.
- High-level ability to liaise, negotiate and consult with a wide range of internal and external stakeholders, including local authorities and service providers.
- Demonstrated ability to interpret and implement policy and prepare high quality written reports and briefs
- Ability to work flexibly, independently and in a diverse team environment.
- Demonstrated ability to perform effectively under pressure, using initiative and good judgment to resolve problems.
- Proficiency in Microsoft Office software applications.

How to apply


The application form and candidate pack, including the position description, are available at www.fiji.embassy.gov.au.

As part of your application, you will need to provide:

- your personal details
- a pitch of no more than 750 words to be entered into the application form
- a maximum three-page CV
- contact details of two referees (one should be your current supervisor).

Applications must be submitted by **4:00pm on Thursday 29 May 2025** to ahcsuvavacancy@dfat.gov.au. Late applications and applications that do not provide all required information, including a pitch, will not be considered.

Your pitch is your opportunity to tell us why you are the right candidate for the role. Your application will be assessed on your ability to demonstrate, or have the potential to develop, the required skills, knowledge, experience and qualifications to proficiently perform the role. Relevant examples and accomplishments will strengthen your application.



Additional Information

Eligibility

To be eligible to work for the Australian High Commission, you must be eligible to work in Fiji by virtue of citizenship or relevant work permit. You must also pass character and police checks.

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.

Written Application

Your submission must include the completed application form (including a pitch) and a brief CV.

Review the Advertisement and Position Description

All advertised positions have a corresponding advertisement and position description setting out the key responsibilities and tasks required in the job. The advertisement and position description also sets out the experience, skills and personal qualities a person needs to perform the role effectively.

Provide a 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. Please include brief information about each of the previous positions you have held.

Complete your application and, importantly, your pitch

Your application and pitch (limited to 750 words) is a chance to tell the Selection Advisory Committee (SAC) why you are the right person for the job, with demonstrated experience to support your claim. This is your first opportunity to demonstrate your claims against the position description and advertisement. Carefully read the position description and advertisement!

Your pitch is to advise:


- briefly, why you are interested in the role and what you can contribute.
- how your skills, knowledge and experience will ensure your success in the role.

In your response, you should provide two or three examples of your workplace achievements. Your achievements should highlight the specific skills and work experience we are seeking as described in the position description and advertisement. For tips on how to effectively write examples see inset box below.

What is the STAR model?

The STAR model is one way of presenting information and examples in a pitch. Think about the following and use these points to form sentences:

- **Situation**—set the context by describing the circumstance where you used the skills or qualities and gained the experience.
- **Task**—what was your role?
- **Actions**—what did you do and how did you do it?
- **Results**—what did you achieve, what was the end result and how does it relate to the job you are applying for?



In a nutshell, your pitch should answer the question why should we hire you? Please note that your application will not be considered if the pitch is not completed.

Treat your application like a formal document

Please ensure correct grammar and spelling and use accurate punctuation where appropriate. We strongly recommend you write your 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.

Referee reports


You will be required to supply contact details of two referees that the SAC may contact; this should be your current supervisor and a recent past supervisor. The committee may seek comments from others who know your work but you have not listed as a nominated referee. If this is the case the SAC may contact you beforehand. Not all candidates will have a referee check conducted – this will be at the discretion of the SAC.

Referee comments should be framed around the position description. The SAC 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 SAC. If an adverse comment is made that will have a significant bearing on an application, the SAC will give the candidate concerned the opportunity to respond to the adverse comment(s).

Interview

If you are shortlisted, you will be invited to attend an interview. We acknowledge that many of us experience nervousness about interviews. Solid preparation is the key to a successful interview. Keep in mind that you may be asked a range of questions to demonstrate your skills and experience. These could include behavioural-based questions and hypothetical scenario questions.

You may find the following interview tips helpful:

- Know your own story – identify your key selling points, consider examples of achievements relevant to the position description and think about what you might have done differently with the benefit of hindsight.
 - Know the role and its broader context – familiarise yourself with the position description, understand the priorities of the AHC and DFAT 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 remember you don't know what the questions are yet so prepare examples that can be tailored to different scenarios.
 - You may be given a copy of the questions a few minutes before interview – be ready to jot down some notes.
 - Manage your time effectively, if you have a 20-minute interview you can't afford to spend 15 minutes on your first answer.
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Disclaimer

- The position you are applying for is not an Australian Public Service employee position.
- Working for the AHC requires the highest standards of conduct. Exemplary ethical conduct of employees contributes significantly to the standing of DFAT in Australia and overseas and the overall effectiveness of our work. Employees are required to comply with the LES Code of Conduct.
- 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 candidate.

Further information about the Australian High Commission can be found on our website www.fiji.embassy.gov.au.

