

Consular, Passport and Protocol Officer – Dili – May 2023

AGENCY	Department of Foreign Affairs and Trade
POSITION NUMBER	DL1007
POSITION TITLE	Consular, Passports & Protocol Officer
CLASSIFICATION	LE4
SECTION	Consular
REPORTS TO (TITLE)	Second Secretary and Consul

About the Agency / Department of Foreign Affairs and Trade (DFAT)

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.

Australia and the Timor-Leste have an effective development partnership that is boosting economic growth and tackling poverty, improving health and education outcomes, and strengthening democracy, justice and governance.

About the position

Under general direction, the Consular, Passports & Protocol Officer provides high quality consular and passport services for the Australian Embassy in Dili in accordance with the relevant Australian Government consular and passports legislation policies and procedures and is responsible for liaising with the Timor-Leste Ministry of Foreign Affairs on protocol matters. The key responsibilities for this position include but are not limited to:

- Support the Vice-Consul and Consul in operating the Embassy's consular services operations.
- Assist Vice-Consul with case management, emergencies and consular crises that may include assistance with translation, liaising/visiting police stations, hospitals and attending court sessions
- Provide notarial services as directed.
- Maintain the consular database.
- Responsible for the provision of passport services under the supervision of the Vice-Consul/Consul.
- Draft cables, emails and other forms of communications with regard to consular and passport matters.
- Build and maintain networks with Timor-Leste government authorities or private agencies and liaise effectively with clients, local authorities, and other agencies on a range of protocol matters.
- Coordinate timely processing of third person notes (TPNs) related to arrivals/departures of Australian posted staff (A-Based) and Diplomatic visas.
- Provide additional tasks assigned by supervisor.



Qualifications/Experience

- Experience, or knowledge in consular, passport, protocol and notarial services or the ability to acquire them.
- Current drivers' licence
- high standard of written and spoken English.
- organisational skills and ability to prioritise and complete tasks.
- administration and client service experience.
- IT skills, with a sound working knowledge of Microsoft products.
- reliable and well-presented; and
- highly motivated to work with our team and develop a career in client and administrative services at the Australian Embassy, Dili.
- Language skills such as English, Bahasa, Indonesian and Portuguese desirable