



## Australian Consulate-General, Chengdu

<b>Agency</b>	Department of Foreign Affairs and Trade
<b>Location</b>	Australian Consulate-General, Chengdu
<b>Title</b>	DFAT Corporate Services Manager
<b>Position number</b>	11252
<b>Classification</b>	LE6.1
<b>Section</b>	Consular & Administrative
<b>Reports to (title)</b>	Senior Administrative Officer (SAO)
<b>Status</b>	Ongoing, Full-time
<b>Gross Monthly Salary</b>	RMB18,007.00
<b>Commencement date</b>	ASAP

### 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

The Corporate Services Manager reports to the Senior Administrative Officer (SAO) and assists to strategically direct corporate services and government engagement, enabling the Australian Consulate-General (ACG) in Chengdu to prosecute its objectives in the consular district (Sichuan, Chongqing, Yunnan and Guizhou).

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

- Lead and manage a team of five corporate staff
- Ensure effective functioning of the post
- Provide strategic advice to the SAO on administrative and corporate functions
- Supervise finance and administrative staff and provide appropriate training
- Formulate and implement a strategy for training and development for all staff
- Assist post management to implement effective performance management for staff, including fair appraisal and motivation
- Perform quality assurance of employees leave accrual
- Ensure workplace health and safety processes are in place to provide a safe and effective work environment
- Oversee reception and switchboard services to ensure a high standard of service delivered
- Oversee the post property functions and the management of official vehicles
- Assist with high level visits by senior Australian officials, including setting up ministerial office and transport arrangements
- Liaise with the Sichuan Foreign Affairs Services Agency on the full range of management issues relating to employment of Chinese staff
- Develop and maintain relationship with local authorities to achieve Chengdu post's specific objectives in the consular district
- Assist the post in managing public and cultural diplomacy events and programs
- Perform back-up consular officer duties, including accompanying A-based staff on consular visits and providing briefing to post management

### **Qualifications/Experience**

- Ability to learn and apply relevant Australian Government regulations and guidelines, including those related to finance and HR, relevant to the performance of the duties outlined in the responsibilities
- Demonstrated ability to manage resources, work independently, prioritise and organise workload to meet deadlines
- Demonstrated ability to solve problems, be flexible and adapt to new tasks and situations
- Capacity to undertake management/administrative duties using computer based systems such as Microsoft Office, Excel and SAP
- Ability to liaise with Chinese authorities, such as the Sichuan Foreign Affairs Office, Sichuan Public Security Bureau and provincial judicial authorities to obtain information, coordinate visits and advocate on behalf of the consulate
- Demonstrated ability to communicate effectively orally and in writing in English and Mandarin, including the capacity to assist in liaison, negotiation and consultation
- Good interpersonal skills, including the ability to cooperate well with colleagues and clients and to develop good working relationships
- Ability to develop effective work teams and to lead, motivate and train team members as required.

### **Selection Criteria**

Applicants should address all four (4) of the selection criteria below, clearly outlining their claims and specific experience that makes them suitable for this position (maximum 2 pages).

1. Demonstrated ability to lead teams and projects, manage resources, solve problems, streamline work processes and improve efficiency according to organisational goals
2. Demonstrated experience in managing human resources, finance, property systems, including in a government context, to deliver outcomes for stakeholders
3. Demonstrated ability to communicate effectively orally and in writing in English and Mandarin, including the capacity to assist in liaison, negotiation and consultation with key stakeholders such as government bodies and other diplomatic missions
4. Good interpersonal skills, including the ability to cooperate well with colleagues and clients and to develop good working relationships

### **What we offer**

- A diverse and inclusive workplace and attractive remuneration and conditions package
- Exciting and fulfilling work in a diplomatic mission
- The opportunity to work with strong, smart, visionary and experienced leaders who encourage and support you to develop your skills.

## PREPARING YOUR APPLICATION

**Your application, written in English, should include:**

1. **Curriculum Vitae** (maximum 2 pages)

Please attach current curriculum vitae.

2. **Selection criteria** - **Complete Attachment A**

Applicants are required to address the selection criteria by completing Attachment A. For each criterion, applicants should limit their response to 250 words. Appendix 1 provides useful information on how to address the selection criteria. Applications that do not address the selection criteria will not be considered.

3. **Contact details for two work-related referees** - **Complete Attachment B**

You need to provide contacts for two referees who are familiar with your professional as well as personal skills and competence. In most cases referees are not contacted unless you are shortlisted for the position, however if we have a tight timeframe we may contact referees before interviews.

Applications should be submitted in writing by email to the Human Resources Section of the Australian Embassy, Beijing at: [beijing.hrrecruitment@dfat.gov.au](mailto:beijing.hrrecruitment@dfat.gov.au)

Please email your application before 17:00 on **Tuesday, 12 September 2017**. Applications received after the closing date and time will not be considered.

For further information about this position, please contact [beijing.hrrecruitment@dfat.gov.au](mailto:beijing.hrrecruitment@dfat.gov.au)

Please note that only applicants short-listed for interview will receive a written reply. If you have not received any communication from the Human Resources Section within four weeks after the close of application, please consider your application unsuccessful. Thank you for your understanding and your interest in working at the Australian Consulate-General in Chengdu.

1. Demonstrated ability to lead teams and projects, manage resources, solve problems, streamline work processes and improve efficiency according to organisational goals

*Enter response here (maximum 250 words)*

2. Demonstrated experience in managing human resources, finance, property systems, including in a government context, to deliver outcomes for stakeholders

*Enter response here (maximum 250 words)*

3. Demonstrated ability to communicate effectively orally and in writing in English and Mandarin, including the capacity to assist in liaison, negotiation and consultation with key stakeholders such as government bodies and other diplomatic missions

*Enter response here (maximum 250 words)*

4. Good interpersonal skills, including the ability to cooperate well with colleagues and clients and to develop good working relationships

*Enter response here (maximum 250 words)*



Please provide the names and details of two referees whom the Embassy's HR Section can contact if you are short listed for the interview.

**Referee 1**

Full name of Referee:	Relation to Applicant (employer/supervisor):
Occupation (Position and Organisation):	Phone:
Email:	

**Referee 2**

Full name of Referee:	Relation to Applicant (employer/supervisor):
Occupation (Position and Organisation):	Phone:
Email:	

The duty statement or role description will help you understand the responsibilities and tasks required in the job. The selection criteria describes the personal qualities, skills, abilities, knowledge and qualifications (if any) a person needs to perform the role effectively.

The Embassy's selection team will assess the responses of all applicants to each criterion. From time-to-time this will be enough to identify the right person for the role. More commonly though, this process creates a shortlist of applicants suitable to move to the next stage—usually an interview.

It is essential to respond to each criterion, writing at least one to two paragraphs explaining how you have demonstrated the particular skill or quality. Provide relevant examples from your work, study or community roles. Be clear and to the point. If a word or page limit is set, make sure you stick to it, and edit your responses for grammar, spelling and punctuation.

It is important to provide evidence to back up your claims. Where possible use actual examples of what you have done, how well you did it, what you achieved, and how it relates to the requirements of the job. The **STAR model** can help you form your answer.

### **What is the STAR model?**

The STAR model is one way of presenting information against selection criteria. For each criterion 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?

### **How do I address the selection criteria?**

The most important aspect of addressing selection criteria is to provide evidence through relevant examples. Support your claims with actual, specific examples of what you have done and how well you did it. The following steps provide guidance on how to address selection criteria.

#### **Step one –Understand the selection criteria**

As an example, take *written communication skills*. The associated selection criterion could be:

*'Well developed written communication skills. This includes the ability to:*

- *structure written communications such as reports to meet the needs and understanding of the intended audience;*
- *express opinions, information and key points of an argument clearly and concisely; and*

- *write convincingly in an engaging and expressive manner*’.

It is important that you clearly understand what is meant by each selection criterion before drafting a response. Your application itself may also be used to assess this criterion.

### **Step two – Opening sentence**

Begin each selection criteria with an opening sentence that clearly states your claim to this criterion. For example:

‘I possess strong written communication skills, which I have developed over the course of my career.’

Support the statement with detailed examples of where you demonstrated these skills. The following steps will help you to provide a structured, easy-to-understand response.

### **Step three – Brainstorm ideas for each criterion**

For each selection criterion, brainstorm ideas from your recent work life. Ideally, confine your examples to the last two or three years of employment, or other relevant examples (e.g. study, community participation). At this stage, it is useful to generate as many examples as possible.

### **Step four – Expand on your brainstorming ideas and provide the evidence**

Expand on these points from step three. Go back to each criterion and choose which examples to use, by matching them against the wording of the criterion. Once you have finalised your examples, you need to demonstrate how they meet the different aspects of the criterion. Be specific and describe exactly what you did, including the outcome, to demonstrate convincingly that you have met the requirements of each criterion. Here, the STAR method described earlier can be used. For example:

**Situation** – role as Research Support Officer

**Task** – needed to ensure that managers were kept informed of policies and procedures

**Action or approach** – initiated monthly newsletter, which was emailed to each manager. Took responsibility for writing the main articles. This involved obtaining ideas and input from other stakeholders to ensure that the articles reflected managers’ needs (in terms of content and language)

**Result** – led to improved lines of communication between managers and the Research Support Unit. Feedback was consistently excellent. Received divisional achievement award for newsletter quality.

Once this has been achieved, you can then write the draft paragraph in full. For example:

As Research Support Officer, I needed to ensure that managers were kept informed of policies and procedures. To do this, I initiated a monthly newsletter, which was emailed to each manager. I took responsibility for writing the main articles in each publication. This involved obtaining ideas and input from other stakeholders to ensure that the articles reflected the needs of managers, both in terms of content and language. I received consistently excellent feedback in relation to this newsletter from these internal clients and my own manager. I received a divisional achievement

award for the quality of this newsletter from management. Importantly, this initiative resulted in improved lines of communication between managers and the Research Support Unit.

Remember to use only one or two of your strongest examples to respond to the selection criteria.

### **Step five – checking work**

At this stage, you should read through your application, and check the following points:

- a) Have I been honest? Your responses should reflect an accurate picture of your role and achievements.
- b) Have I used positive and specific language? Avoid ambiguous or unclear expressions such as *‘involved in’* or *‘assisted’* as it makes it difficult to understand exactly what you did. Words and phrases which could reduce credibility should also be avoided (e.g. some, a little, limited, somewhat).
- c) Have I used strong action (doing) words? Avoid using passive language. For example, *‘I received consistently excellent feedback in relation to this newsletter from these internal clients and my own manager’*, is better than simply stating, *‘Feedback in relation to this newsletter was consistently excellent’*.
- d) Have I avoided unsupported claims about my capabilities? For example, rather than simply saying, *‘The newsletter was received well by others’*, this assertion is substantiated in the following way: *‘I received a divisional achievement award from management for the quality of this newsletter’*.
- e) Have I addressed all aspects of the criterion? It is important that you go back to the wording of the particular selection criterion. In the example provided, it is clear that the content refers mainly to the first descriptor, *‘structure written communications to meet the needs and understanding of the intended audience’*. To make a full statement against the criterion, *‘well developed written communication skills’*, it would be necessary to address the remaining two descriptors in additional paragraphs.
- f) Have I paid attention to the language of the criterion? For example, writing a response to the criterion *‘well developed written communication skills’* requires a focus on actual experiences and the degree of skill in this area. However, if the criterion was phrased *‘knowledge of effective written communication skills and techniques’*, this would require different examples which do not necessarily rely on describing actual performance in the workplace.