



The Australian Consulate-General is an Equal Opportunity Employer

Applicant Information Pack

Thank you for considering a career with the Australian Consulate-General, Ho Chi Minh City (HCMC).

This applicant information pack provides you with the information needed to apply for a job with us. It also contains helpful resources and details about our organisation, and helpful hints on our recruitment process.

Current work opportunity available:

Position Vacancy	Consular, Passports and Administrative Assistant
Position Number	HCHI022
Closing date	Sunday, 22 April 2018, 11:59 pm
Employment status	Locally Engaged Staff (LES) One (1) Year Fixed Term Employment with option to renew
Work level	LE2
Monthly Salary range	VND 17,059,150 – VND 20,453,883
Completed applications should be emailed to	HCHI.Jobs@dfat.gov.au
Position specific enquiries	HCHI.Jobs@dfat.gov.au

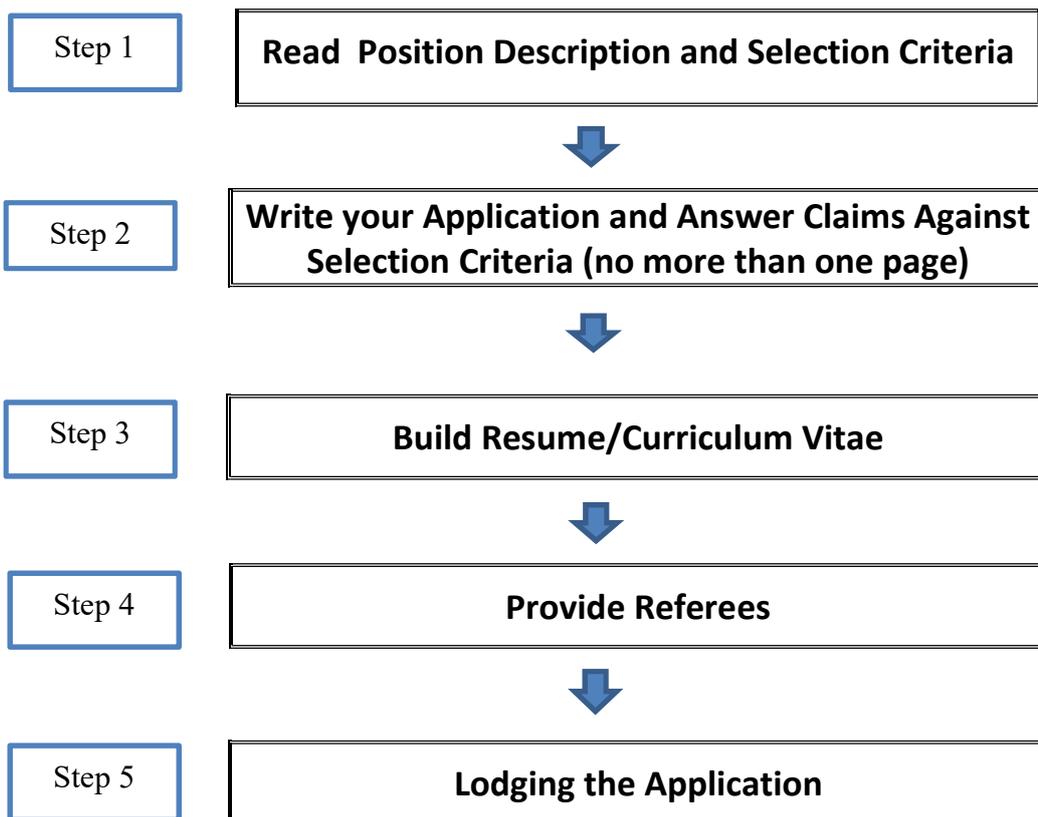
About the Australian Government's Department of Foreign Affairs and Trade

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.

Steps in applying for employment with the Australian Consulate - HCMC

The following steps aim to assist applicants in preparing their documents and written applications.



Step 1. Read Position Description and Selection Criteria

About the section

The Consular section operates a busy passport counter on behalf of the Australian Passports Office and has the important task of providing consular services to Australian citizens in the Ho Chi Minh City.

About the Position

Under routine direction, the Consular, Passports and Administrative Assistant is responsible for providing a high level of customer service to clients, and ensuring an effective transfer of information between relevant internal and external stakeholders of the Consular Section.

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

- Respond to routine enquiries and refer complex questions/issues to the relevant section within the Post
- Provide consular and passport advice to Australian citizens
- Monitor and manage the Visitor Management System (VMS)
- Liaise with key stakeholder (attached agencies, government departments, etc.) as required
- Update consular and passport information as directed, including associated fee and public holiday notices and assist in maintaining the local contacts database
- Maintain post's telephone and intranet directories, internal telephone list and telephone cards
- Maintain Post's automated external defibrillator & consular refreshment packs
- Distribute daily mails, faxes and newspapers
- Arrange the procurement and delivery of stationery and office consumables, and replenish the stocks, as required
- Translate general correspondence between Vietnamese to English languages and vice versa as required
- Assist with logistical and administrative support for consular and passport activities

Qualifications/ Experience

- Experience in client service desirable.
- Proficiency in using Microsoft Office applications including Word, Excel, Access and PowerPoint.
- Previous switchboard experience an advantage.

Selection Criteria

- High level verbal and written communication skills in English and Vietnamese languages.
- Ability to interpret and understand complex guidelines and policies and translate them into easy-to-understand information for clients.
- Strong interpersonal skills and the ability to maintain high standards of client service.
- Ability to prioritise workloads and achieve accurate and timely results.
- High level of organisation and time management.
- Ability to operate IT systems including office switchboard, databases and other office software programs.

Step 2. Write the Application / Answer claims against the Selection Criteria

Your application is the first contact we will have with you. It **should not exceed one page** and should demonstrate and summarise your claims against the selection criteria that describe the qualifications, knowledge, skills, abilities and experience required in a job. In responding to the selection criteria, you should describe with examples how your experience and skills meet the requirements of the job. One example may address several selection criterion.

Your responses to the selection criteria are the most important part of your application as they will be used along with your resume by the selection panel to shortlist applicants.

Do not forget to include your contact details, so we can call you if you are shortlisted for interview.

The email *cover letter* to your application must include the following:

- Application for LES employment template (personal information)
- One (1) page pitch template for written statement addressing all of the selection criteria

How to address the selection criteria?

The key is to:

- demonstrate your capability by providing **evidence** of how you meet the selection criteria;
- provide specific details; and
- where possible, include an indicator of success or a result.

An easy way to do this is to use the **STAR** model - that is

Situation	Provide a brief outline of the situation or setting
Task	Outline what <u>you</u> did
Action	Outline how <u>you</u> did it
Result	Describe the outcomes

Conciseness is important; applications that exceed the specified word count may not be considered. There is no need to repeat what is in your resume/curriculum vitae.

Applications that do not respond to the selection criteria will not be considered.

Step 3. Build resume/curriculum vitae

When you apply for a job, the employer will want to see your resume. Your resume (or Curriculum Vitae (CV)) outlines your skills, experience and accomplishments relevant to the job.

You should update your resume regularly, especially when you finish a job or complete a course. It should also be updated for each job you apply for.

What to include in your resume?

Your resume should include your name and contact details, education, employment history and your referees' contact details. You can also include a statement of your career objective, computer skills, professional affiliations and other relevant skills. You could also include information about your hobbies and interests however this is not essential.

Key information that should be included:

<ul style="list-style-type: none">• Contact details	<ul style="list-style-type: none">• Education and training qualifications
<ul style="list-style-type: none">• Career objective	<ul style="list-style-type: none">• Demonstrated skills
<ul style="list-style-type: none">• Employment history	<ul style="list-style-type: none">• Special achievements

We do not require personal details such as date of birth, marital status, height, weight, religion and gender.

Step 4. Provide referees

We require the contact details of two referees as part of our recruitment process. Referees may be used by the selection panel to validate the claims you have made in your application and interview. Your referees may include the following:

- Previous employer/immediate supervisor from current or recent previous employment
- Senior person as advisor/ mentor
- Professor
- Colleagues in your previous work

When choosing referees, ensure they know you well and can be contacted easily. Contact your referees to let them know you've put their names down and to get their agreement to be named as a referee. You may also want to talk to your referee about the job you are applying for, the skills required and how you match the job's requirements.

Note: Only applicants who have been selected for interview may have their referees contacted.

Step 5. Lodging the application

Once you have completed your application you should email the following attachments by the **closing date**:

- Application for LES Employment template (Personal Information and 2 work related referee details)
- One (1) page pitch template for written statement addressing all of the selection criteria
- Resume/ Curriculum Vitae

Only electronic applications will be accepted and should be submitted via email to HCHI.Jobs@dfat.gov.au. Attached documents must not exceed 2.0 MB and the subject line of your email should include: position applied for, Name of Applicant (e.g. Consular, Passports and Administrative Assistant LE2 – Name of Applicant).

Applicants will be shortlisted and undergo English-language testing prior to an interview with the selection panel.

If you have not been requested to attend an interview within four weeks from the closing date, please assume that your application has not been successful. Only shortlisted applicants will be contacted.