



Position Description

Agency	Department of Foreign Affairs and Trade
Position number	11276
Title	Operations Liaison Officer
Classification	LE2
Section	Finance and Administration
Reports to (title)	HR/Transport (Office) Manager (LE5)

ABOUT THE 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.

THE OPPORTUNITY


The Australian Embassy in Amman is seeking an energetic, proactive, and outcome-focused individual to further Australia's interests in Jordan. The successful candidate will liaise extensively with key internal and external stakeholders to achieve strategic objectives set out by the Embassy.

ABOUT THE POSITION

The position performs a key role in liaising with Embassy stakeholders to collect and disseminate information, and support and maintain strategic relationships. Under general direction the Operations Liaison Officer also supervises cleaners from an outsourced company to ensure the chancery and compound remain clean.

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

- Liaise with local authorities, diplomatic missions, and private entities on Embassy operational and administrative matters, responding also to routine enquiries.
- Support and maintain key stakeholder relationships within local authorities, diplomatic missions and private entities as required.
- Facilitate visitor airport reception/departure arrangements in liaison with local authorities.
- Arrange hospitality for official visitors to the chancery.
- Supervise Chancery and compound cleaning, managing related inventory and storage.
- Supervise cleaning of official fleet vehicles.
- Supervise and participate with set-up and clean-up of events.
- Provide training and support to new cleaning staff in routine and non-routine procedures.
- Deliver and collect embassy official documents, as required.
- Drive staff and official visitors to appointments, as required.
- Provide other services to internal and external clients, as directed.



The job level is LE 2 and the salary range is (1010.25 – 1182.54 JOD monthly). All new staff are employed on a fixed term contract basis and will be initially engaged for a three-month probationary period.

QUALIFICATIONS/EXPERIENCE

- Must hold a valid driver's licence.
- Speak Arabic fluently and English (at least at basic level).
- Experience working in an international organisation/company/embassy with a hospitality or client focus.
- Excellent driving skills, navigational ability, and awareness of Jordan cities, road rules and regulations.

CAPABILITIES

The successful candidate must demonstrate:

- Strong interpersonal and communication skills.
- Ability to maintain high standards of client service.
- Ability to learn diverse rules and regulations and apply them accordingly (such as Workplace Health and Safety, cleaning products and equipment use and operation).

Position Covering Letter

The purpose of this covering letter is to assist in making an objective decision about the most suitable candidates for the position. The explanation will help us to learn about your knowledge, abilities, skills, and personal attributes that are required to perform the advertised position. This makes it easier to select the most highly qualified candidates. You must explain how you are suitable for the job using the required qualifications and capabilities and that should be in maximum **one page**.

Applications that do not specifically address the required skills and experience in the written submission will not be considered.

Submitting your application:

Applicants must submit:

- A short resume (maximum two pages).
- Position covering letter as explained above.
- At least two employment referees including contact details – if currently employed, one referee should be your current supervisor.
- Mention the title of the vacancy (Operations Liaison Officer).

Please e-mail applications to (amman.applications@dfat.gov.au) by 23:59 hrs, Monday the **6th of May 2024**. Incomplete or late applications will not be considered.

PS: Only shortlisted applicants will be contacted for the test and interview.

