



Australian Embassy Amman Department of Home Affairs

Duty Statement – Office Coordination and Management Support Officer

Roles & Responsibilities

The Department of Home Affairs (HA) Office Coordination and Management Support Officer role has the following general requirements:

- strong organisational and planning skills to be able to operate in a fast-paced environment, including setting priorities, being responsive to urgent tasks.
- ensure the HA office is compliant with legislative, financial and administrative frameworks, including agency-specific regulations, WHS (work health safety) and archiving requirements.
- undertake risk management of HA administrative functions, including financial, personnel, and property matters.
- work independently to deliver quality outputs for established tasks, but also exercise judgment as to when to seek direction from senior staff on more complex issues.
- the ability to develop in-depth knowledge of the roles and functions of various agencies operating at the Embassy, and how these relate to, and can support, HA's own operations.
- propose innovation initiatives (i.e. efficiency, quality and cost-saving measures), contribute to business improvement strategies and support changes to workplace practices.
- promote and contribute to team-building and general social activities to ensure a cohesive office environment.
- assist HA Australian staff in managing stakeholder relationships, through monitoring key stakeholder events, providing secretariat support at meetings, and acting as a conduit for certain enquiries.
- contribute to operational activity, such as visa processing, as required – for example during surge periods.

Specific job requirements include:

- sound understanding of (or ability to acquire) preparing, monitoring and reporting on budgets – including personnel and equipment expenditure. Specialised accounting and/or software skills are not required.

- ability to learn and become proficient in a range of HA software, such as financial and visa processing systems (online and on-the-job training will be provided)
- ability to acquire knowledge of Australian immigration legislation, policies and procedures and exercise legal delegations (training will be provided).
- excellent written and verbal skills in English and Arabic, and the ability to communicate in effectively within a diverse, cross-cultural workforce.

Functions/duties

The functions performed by the Office Manager may include, but are not limited to:

Stakeholder and client management

- Provide secretariat support for external stakeholder meetings at the request of Australian officers, including preparing agenda items or minutes
- Maintain a contact list of external stakeholders and monitor key events for possible engagement opportunities (e.g., sending courtesy emails on national days or coordinating invites to Australian Embassy events)
- Monitor the immigration mailbox to ensure emails are allocated and responded to within required timeframes
- Prepare stakeholder or client correspondence (including responses to social media enquiries received through the Embassy's website) at the request of Australian officers
- Coordinate Post's response to requests for information or policy input sent by Headquarters, Regional Director's Office, or other Australian agencies
- Update/maintain the department's communication channels (e.g. websites, email auto-replies, standard social media responses)

Financial Management

- Manage invoicing, payments and petty cash processes
- Undertake monthly and annual expenditure reporting
- Undertake financial auditing (necessitating record keeping to a high standard, correct journaling, and quality checking invoices before payment etc)
- Prepare and report on the HA budget, in consultation with the Chief Migration Officer
- Support Australian officers lodging medical and education expense claims

Asset and Record Management

- Manage processes for the acquisition, registration, audit and disposal of assets
- Prepare business cases to procure additional assets (for office and residential properties)
- Support resolution of residential property issues, in consultation with the Department of Foreign Affairs and Trade (DFAT) property management team
- Ensure all office equipment/stationary/cleaning products are maintained and stocked
- Manage offsite file storage and archiving exercises

Personnel Management

- Prepare regular and ad-hoc staffing reports (staffing levels, salary levels, staff leave)
- Assist the CMO to provide any staffing advice required by National Office
- Assist with general recruitment exercises in coordination with DFAT
- Manage orientation for new staff members including access to IT systems
- Promote social and other team-building events

Operational support

- Assist with visa processing activities during surge periods

- Prepare travel itineraries, programs and approval documentation for Australian officers
- Manage IRIS maintenance including responding to all staff IRIS queries
- Assist in formulation and implementation of office policies and procedures, and provide leadership on corporate governance issues
- Identification and development of workplace improvements and best practice in general office management
- High-level executive support to the Chief Migration Officer and, if required, other Australian officers
- Undertake ad hoc duties as directed by the Chief Migration Officer from time to time

Please forward applications no later than **COB 19 August 2018** to:

**Job Vacancy – Office Coordination and Management Support Officer
Australian Embassy**

PO Box 35201 – Amman 11180

Fax: 580 7001

E-mail: amman.applications@dfat.gov.au

Note:

- Incomplete or late applications will not be accepted. Any enquiries should be directed to the above email address.
- The Australian Government is an equal opportunity employer. We have a non-discriminatory work environment.
- Salary will be based on skills and experience.
- Recent graduates in related fields are encouraged to apply.