



Position Description

Agency	Department of Foreign Affairs and Trade
Position number	10129
Title	Protocol and Events Officer
Classification	LE3.1
Section	Policy
Reports to (title)	Protocol Manager (LE.4)

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.

ABOUT THE POSITION

The Protocol and Events Officer, performs a range of administrative tasks associated with managing the arrival and departure of Australian diplomatic staff, as well as broader protocol requirements for the Embassy in Amman. In coordination with the Protocol Manager and staff across the Embassy, the Protocol and Events Officer will assist with the management of the Embassy's public diplomacy events.

Key responsibilities include, but are not limited to:

- In coordination with the Protocol Manager, handling of Embassy protocol-related administrative matters including Australian diplomatic staff arrival and departure processes, accreditation, visas, taxation concessions, exemptions, airport passes, vehicle registration and renewal, and Customs liaison.
- Preparing correspondence and liaising with the Ministry of Foreign Affairs, Jordanian government agencies and other embassies on the above matters.
- Developing and maintaining a network of contacts in the Jordanian government, diplomatic network and commercial sector to facilitate events, protocol and other Embassy work.
- In coordination with the Research, Aid and Media Officer, managing logistical arrangements and liaising with stakeholders for public diplomacy, Direct Aid Program and development assistance-related events.
- Managing logistics for internal Embassy workshops, briefings and major meetings.
- Preparing visit programs and logistics for official visitors.
- Translating documents from Arabic to English and English to Arabic, and acting as interpreter for Australian staff and visitors as needed.
- Acting as backup to the HOM/DHOM PA and support the PA's work during surge periods.



The job level is LE 3.1 and the base salary is 1225.350 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

The successful candidate will demonstrate:

- A professional and strong standard of written and spoken English and Arabic, with the proven ability to translate documents clearly and accurately.
- Strong organisational, networking and liaison skills.
- High attention to detail and capacity to juggle priorities.
- Ability to work harmoniously in cross-cultural environments.
- Experience in formal communication with authorities.
- Experience in organising events.
- Proficiency in Microsoft Office software applications.

SELECTION CRITERIA

The successful candidate must demonstrate:

- Strong administration and organisation skills with close attention to detail.
- Building and maintaining network of contacts with external holders and clients.
- Event management skills.

Responses to selection criteria should provide examples that highlight your strengths, achievements, capabilities, and experiences relevant to the advertised position. Applicants are encouraged to use the STAR method when preparing their written submission and base their responses on previous professional experience using work examples.

- S Situation – describe the situation you faced
- T Task – what was the task/s you were responsible for
- A Action – what steps did you take to address the issues and why
- R Result – what outcomes or benefits did your action/s achieve

Your response for each selection criteria should be between **200-300 words per response**.

Applications that do not specifically address the required skills and experience in the written submission will not be considered. Only shortlisted applicants will be contacted for interview.



Submitting your application:

Applicants must submit:

- A short resume (maximum two pages).
- A written submission addressing the selection criteria above, with 200-300 words for each criterion.
- At least two employment referees including contact details – if currently employed, one referee should be your current supervisor.
- Mention the title of the vacancy (Protocol and Events).

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.