

**Australian Embassy, Beijing**

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| **Agency** | Department of Defence |
| **Location** | Australian Embassy, Beijing |
| **Title** | Defence Office Manager |
| **Position number** | BJ7-002 |
| **Classification** | LE4 |
| **Section** | DEFENCE |
| **Reports to (title)** | Defence Administrative Assistant |
| **Status** | Full-time |
| **Gross Annual Salary** | RMB168,756 (plus loading if applicable) |
| **Commencement date** | 16 November 2020 |

## About the Australian Department of Defence

The primary role of Defence is to defend Australia against armed attack. Australia’s defence policy is founded on the principle of self-reliance in the direct defence of Australia, but with a capacity to do more where there are shared interests with partners and allies.

The Department of Defence has a framework of values that work alongside the Australian Public Service Values and the values of the single Services to reflect the traditions and identities of the Australian Defence Force (ADF) and the Australian Public Service (APS). The values underpin the Defence corporate culture, contribute to achieving organisational goals and the basis of the behaviours expected of our people and leaders; both APS and ADF:

**Professionalism** Striving for excellence in everything we do.

**Loyalty**                 Being committed to each other, our leaders and the organisation.

**Integrity**                  Doing what is right.

**Courage**                  The strength of character to do what is right – extending to both courage of convictions (moral courage) and courage in harm's way (physical courage).

**Innovation**              Actively looking for better ways of doing business.

**Teamwork**              Working together with respect, trust and a sense of collective purpose.

**About the position**

The Defence Office Manager is primarily responsible for organising and coordinating office operations and procedures in order to ensure the effective day-to-day administrative functions within the section are completed. The Defence Office Manager is also a key contributor to the planning, liaison and execution of Defence engagement activities, including high-level senior Defence visits to China.

The role involves liaison and close cooperation with Defence and Defence related organisations on a range of policy and international engagement matters that will require the Office Manager to hold or be eligible to apply for an Australian Government Security Clearance.  A Negative Vetting 2 clearance is highly desirable, however, a Negative Vetting 1 clearance would also be acceptable.

\* Note: *Australian citizens only are eligible to apply for an Australian Government Security Clearance*.

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

* Provide support to day-to-day activities and contribute to the achievement of outcomes for the Department of Defence as directed
* Maintain office accounts including accounts payable, registers, monthly reconciliation records, records of office bids, allocations, claims, FBT records and expenditures
* Perform routine office tasks such as photocopying, scanning, mail reception and dispatch, telephone call management, stationery supplies, contact lists, and filing system maintenance
* Complete travel arrangements for office staff including the preparation of travel requisitions, bookings, and acquittal of advances
* Draft and manage office correspondence
* Schedule and diary management including office social and representational calendars
* Manage and support official visits including delegations to and from China
* Support security processes and procedures
* Support Defence policy and international engagement
* Organise and manage official Defence office engagements including meetings and events.
* Provide logistic support as required, including driving the official Defence vehicle.

**Essential Qualifications/Experience**

* Demonstrated proficiency in office management and administration
* Excellent organisational and time management skills
* Australian Government security clearance (NV1 or higher)
* Demonstrated knowledge and ability using office software applications
* Experience working in a small team environment
* Highly effective oral and written communication and liaison skills
* High standard of conduct and ethics
* Beijing drivers licence, or ability to obtain one.  (desirable)

**Selection Criteria**

Applicants should address all six (6) of the selection criteria below, clearly outlining their claims and specific experience that makes them suitable for this position (maximum 2 pages).

When you include an example, you should explain:

* your personal role in the task,
* the methods you used,
* any barriers you were able to overcome, and
* the outcome.

1. Demonstrated ability to quickly learn and apply agency-specific office budgeting and financial processes.
2. Demonstrated ability to perform office administrative tasks including filing, data input, claims processing, managing travel bookings, telephone liaison, and managing appointments and social diaries.
3. Demonstrated working-level knowledge of office software applications such as MS Word, MS Excel and MS Outlook
4. Experience in managing or assisting with the management of large functions or events or delegations.
5. Experience working in a small team environment including a demonstrated ability to work under limited supervision.
6. Demonstrate an awareness of the Australian Government acts, regulations and guidelines, relevant to the performance of the duties outlined in the duty statement.

**PREPARING YOUR APPLICATION**

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

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

Please attach current curriculum vitae.

1. **Application for Locally Engaged Staff Employment -** **Complete Attachment A**

Locally engaged staff are employed by the local Australian mission on either an ongoing basis or short term (fixed term) temporary basis with mission specific terms and condition of employment. Please ensure that you have read the relevant terms and conditions of employment before submitting an application.

1. **Selection Criteria** - **Complete Attachment B**

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.

Please email your application before 17:00 on **Friday, 11 September 2020**. 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 Embassy in Beijing.

**Attachment A: Application for Locally Engaged Staff Employment**

Position you are applying for: **Defence Office Manager** Date available for work**:**

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| **PERSONAL INFORMATION** | | | | | |
| Title: | | Last Name: | | | First Name: |
| Email Address: | | Contact Number: | | | Citizenship(s) |
| Address: | | | | | |
| Are you eligible to work in the country in which you are applying for a position? Yes  No  *(Note: to be eligible to work in this country you should be a citizen, hold or be able to obtain an appropriate working visa)* | | | | | |
| How did you hear about the vacancy? | | | | | |
| **PREVIOUS AUSTRALIAN GOVERNMENT EMPLOYMENT Yes  No** | | | | | |
| Have you ever been employed by the Australian Government, either in Australia or overseas?  If yes, please provide the details.  If yes, did you ever receive a redundancy or other payment benefit? | | | | | |
| **REFERENCES** | | | | | |
| Please provide the names and email addresses of two work-related referees whom we can contact. Both referees should be able to comment on your work performance. | | | | | |
| **REFEREE 1** | | | | | |
| Title: | First Name: | | | Last Name: | |
| Organization: | | | Position Title: | | |
| Relationship to Applicant | | | Years of Relationship: | | |
| Contact Number: | | | Email Address: | | |
| **REFEREE 2** | | | | | |
| Title: | First Name: | | | Last Name: | |
| Organization: | | | Position Title: | | |
| Relationship to Applicant | | | Years of Relationship: | | |
| Contact Number: | | | Email Address: | | |
| **APPLICANT’S STATEMENT** | | | | | |
| The above information, to the best of my knowledge, is true and correct. I consent to the mission collecting and using information, and to relevant employers / supervisors disclosing information, in relation to my work performance and conduct for the purpose of assessing my suitability to carry out the duties of the position I have applied for, and suitability for employment. I understand that misstatements or omissions in my disclosures may result in a failure to hire or immediate discharge if they are discovered  Accept: Name: Date: | | | | | |

**Attachment B: Selection Criteria**

1. Demonstrated ability to quickly learn and apply agency-specific office budgeting and accounting processes

*Enter response here (maximum 250 words)*

1. Demonstrated ability to perform office administrative tasks including filing, data input, claims processing, managing travel bookings, telephone liaison, and managing appointments and social diaries.

*Enter response here (maximum 250 words)*

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1. Demonstrated working-level knowledge of office software applications such as MS Word, MS Excel and MS Outlook

*Enter response here (maximum 250 words)*

1. Experience in managing or assisting with the management of large functions or events.

*Enter response here (maximum 250 words)*

1. Experience working in a small team environment including a demonstrated ability to work under limited supervision.

*Enter response here (maximum 250 words)*

6 Demonstrate an awareness of the Australian Government acts, regulations and guidelines, relevant to the performance of the duties outlined in the duty statement.

*Enter response here (maximum 250 words)*

**APPENDIX 1: Addressing the Selection Criteria**

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:

1. Have I been honest? Your responses should reflect an accurate picture of your role and achievements.
2. 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).
3. 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’*.
4. 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’*.
5. 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.
6. 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.