



Australian Embassy
The Philippines

Applicant Information Pack

Thank you for considering a career with the Australian Embassy, Manila.

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 Vacancies	Human Resource Officer
Closing date	Tuesday, 23 January 2018
Employment status	Locally Engaged Staff (LES) Permanent employment
Work level	LE3
Salary per month	Php 41,625.00
Completed applications should be sent to	manila.recruitment@dfat.gov.au or DFAT HR Section, Australian Embassy Manila Level 23/Tower 2 RCBC Plaza 6819 Ayala Avenue Makati City 1200, Philippines
Position specific enquiries	HR Manager at manila.recruitment@dfat.gov.au

Australian Government’s Department of Foreign Affairs and Trade (DFAT)

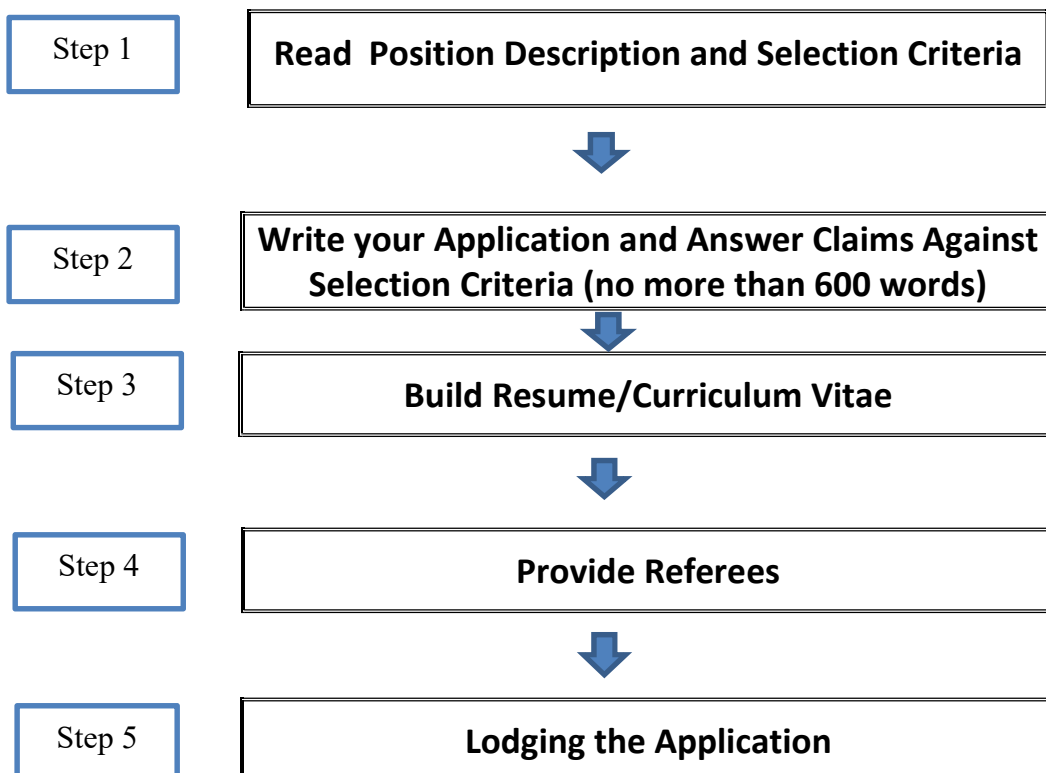
The role of Department of Foreign Affairs and Trade (DFAT) is to advance the interests of Australia and Australians internationally. This involves strengthening Australia’s security, enhancing Australia’s prosperity, delivering an effective and high quality overseas aid program and helping Australian 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 success of our Department depends largely on our ability to foster innovation, efforts, and diverse skills of our people. We strive to create a motivating and rewarding work environment in which we value performance, our people, and integrity, service and service standards. We are also committed to providing a working environment that values diversity and inclusion and supports staff to reach their full potential.

Steps in applying for employment with the Australian Embassy – Manila

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 DFAT Consular and Administration section is responsible for managing the Embassy's operations and supporting approximately 180 locally-engaged and Australia-based (A-based) staff. Individual teams within the section include finance, property, human resources, IT, corporate, consular and security. Together, these teams provide a wide range of services to other Australian government agencies at the Embassy through a formal Service Level Agreement arrangement. The Consular and Administration section is headed by Counsellor & Consul General who reports directly to the Ambassador.

About the position

Under the general direction of the Human Resources Manager, the Human Resources Officer is responsible for providing administrative and logistical support in the management of the Human Resources Section. The position has a particular focus on the coordination of Embassy travel services and related protocols, recruitment, benefits and leave administration.

The key responsibilities include, but are not limited to:

- Coordinate travel for all Embassy staff including calculating travel allowances and acquittals, booking flights and hotel accommodation, monitoring travel related expenditures, and processing payments
- Interpret travel policies and protocols, ensure compliance and manage travel issues
- Process leave fares, entitlements and reimbursements, and administer the A-based staff household maintenance allowance
- Provide assistance with visa processing to LES and A-based officers for official travel
- Conduct orientation programs and coordinate Diplomatic and Official IDs for A-based officers
- Facilitate and track progress of visa processing and extensions for A-based officers and dependants, and exit clearances for departing A-based officers
- Assist in the processing of A-based officers' medical entitlements
- Contribute in the preparation of HR budgets and monthly travel reports for management
- Assist in the recruitment, pre-employment clearances and on-boarding activities for LES
- Update employee details in the Human Resources Information System and Overseas Staff Profile, and monitor leave entitlements
- Assist in collecting information, undertaking basic research, compiling statistical data and supporting the HR Section
- Assist in maintaining HR related databases, undertake filing and maintain HR records
- Respond to routine requests for information from internal and external clients

Qualifications/ Experience

- Tertiary qualification desirable
- At least two years' experience in human resources, administration and/or travel industry
- Experience in Microsoft Office applications including MS Word, Excel and Power Point applications

Selection Criteria

- Describe your experience or knowledge of Human Resource policies and procedures including travel policies and protocols.
- Describe how you approach a situation where you were able to provide a high level of client service, engage professionally with internal and external stakeholders and maintain confidentiality of individuals.
- How do you approach working with a team particularly when working under pressure?
- Describe a situation where you were required to manage and balance competing work priorities. What were the challenges and how did you address them?
- High level verbal and written communication skills in English language.
- Displays personal drive and integrity.

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 600 words** 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 each of 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.

To summarize everything, your application should contain the following:

- Full name
- Contact details
- Job vacancy you are applying for
- Your response to 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 covered in your resume/curriculum vitae.

Applications that do not provide response to each 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:

• Contact details	• Education and training qualifications
• Career objective	• Demonstrated skills
• Employment history	• 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
- Schoolmates
- Former subordinates

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.

Referee details for be included:

	Referee 1	Referee 2
Name		
Position		
Contact details (Phone no and Email Address)		
Relationship to applicant (e.g. immediate supervisor from current or recent previous employment, or a senior person as advisor/mentor)		
Period known:		

Step 5. Lodging the application

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

- Application, including Statement of Claims against the selection criteria
- Resume/Curriculum Vitae
- Referees (2 people)

Completed applications should be submitted via email to manila.recruitment@dfat.gov.au. Attached documents must not exceed 5.0 MB and the subject line of your email should include: position applied for, applicant's family name, first name and date (e.g. HR Officer LE3 – Dela Cruz, Juan XX January 2018).

Alternatively, your completed application can also be sent to us by mail or courier to the address below. You should note however, the completed application must be received by the Embassy on or before the closing date and late applications will not be accepted. **We take no responsibility for any mail or courier service delays in delivering completed applications to the Embassy.**

DFAT HR Section, Australian Embassy Manila
Level 23/Tower 2 RCBC Plaza
6819 Ayala Avenue
Makati City 1200, Philippines