



EXECUTIVE ASSISTANT TO THE HEAD OF MISSION - ACCRA

Agency	Department of Foreign Affairs and Trade
Position Number	AC006
Title	Executive Assistant to the Head of Mission (Six months maternity cover)
Classification	LE3
Section	Political and Economic Section
Reports to (title)	High Commissioner
Starting Salary	GHS 78,690.48 base salary per annum

About the Department of Foreign Affairs and Trade

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, providing consular assistance and notarial services to 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 section

The Political-Economic section of the Australian High Commission, Ghana (AHC), provides analysis and advice to the Australian Government on developments in Ghana and the mission's eight other countries of accreditation (Cote d'Ivoire, Sierra Leone, Senegal, Guinea, Liberia, Mali, Burkina Faso and Togo). The Section actively builds networks and relationships to help strengthen the broad-ranging bilateral relationship. The Section is responsible for strategic communications in support of Australia's interests in West Africa and supports the promotion of Australian investment, primarily in the extractives sector. The Section leads on managing high level visits. The AHC operates in a fluid and fast-paced environment and needs maximum flexibility in its staff.

About the role

Under the direction of the High Commissioner and in cooperation with Post Management, the Executive Assistant provides high-level support to the Head of Mission (HOM) including calendar management, coordinating appointments and travel, arranging social functions, and coordinating official residence staff. The position also prepares acquittal documentation for official functions hosted by the HOM and official correspondence in English and French as appropriate. The Executive Assistant provides general administrative support to the High Commission as required, including support on protocol, public affairs, media monitoring and policy analysis. There are occasional evening or weekend duties and short-term travel, as well as occasional driving and lifting.



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

- Provide high-level administrative and secretarial support to the HOM, including scheduling appointments, diary management and official event coordination .
- Coordinate regional travel and transport arrangements for the HOM and liaise with relevant stakeholders.
- Prepare a range of routine correspondence and manage incoming and outgoing correspondence for the HOM, translating documentation as required .
- Maintain and build a network of contacts to support the work of the HOM .
- Contribute to post's Public Affairs Strategy by working in a team to coordinate and deliver HOM's representational, public diplomacy, and cultural events that promote Australia in the sub-region such as meetings, conventions, conferences, exhibitions, concerts, festivals, and trade shows.
- Prepare acquittal documentation for the HOM, including for official events and maintain accurate records of all financial transactions.
- Use databases and manage electronic data including expense reporting activities and key contact information.
- Assist with the coordination of visits, including the arrangement of travel logistics and drafting of visit programs to facilitate program arrangements for high-level visits and dignitaries.
- Provide advice on protocol for high-level and official visits including on events and logistics issues to senior staff, including the High Commissioner.
- Liaise with Protocol Branch, DFAT Canberra, and the Department of Home Affairs to manage the issuance of Australian visas for Ghanaian and foreign diplomats, their dependents, and domestic staff .
- Provide general administrative support to the High Commission and perform other duties as required .

Qualifications and Experience

- Relevant qualifications or previous experience providing high level support to senior management, including the ability to learn new tasks quickly, manage competing priorities, and meet deadlines while working collaboratively in a highly productive team. Punctuality is key.
- High Level communication, interpersonal and representational skills, and the ability to deal with a wide range of clients from diverse backgrounds. French language skills of Working-Proficiency Level (CEFR B1 level preferred).
- Highly developed organisational skills, including the ability to maintain attention to detail, identify issues and solve problems .
- Computer literacy particularly in the use of Microsoft Office and Outlook and experience using the Internet and data management systems.

Eligibility Requirements

- Applicants must be able to work as a locally engaged staff member at a diplomatic mission in Ghana. Residency Visas and work permits are the responsibility of the applicant.
- Applicant should have a valid driver's licence; including for manual transmission vehicles.
- Available to undertake occasional short-term travel, including a current passport.
- Employment is subject to satisfactory medical and security vetting.

APPLICATION

Applications must be submitted before **11:30pm, Sunday 17 July 2022** with your cover letter in an email format to:

Accra.staffing@dfat.gov.au

Your *professional email* should be **no larger than 2mb** in size or it will not be received by our email system. Do not attach copies of your licences or academic certificates as this is likely to exceed the size limit.

We expect your email cover letter to have two attachments, each of no more than two A4-sized pages in length:

- 1) A written application (essay) **stating your claims** against the selection criteria (below); and
- 2) A **Curriculum Vitae** including:
 - a) your name and contact details, so we can contact you if you are shortlisted for interview,
 - b) employment records,
 - c) education qualifications summary,
 - d) language skills,
 - e) two referee details, including telephone and email

We do not require personal details such as date of birth, marital status, height, weight, religion, or gender.

Applications which do not fulfil and comply with these criteria will not be considered. Applications with typographical, grammar or role information errors will not be considered. Late applications will not be considered. Applicants who are not short-listed for interview will not be contacted.

THE AUSTRALIAN HIGH COMMISSION IS AN EQUAL OPPORTUNITY EMPLOYER
PLEASE NOTIFY US IF YOU REQUIRE REASONABLE ADJUSTMENTS

STATEMENT OF CLAIMS

Your statement of claims should demonstrate *how* you meet the **selection criteria** listed below. Please use specific examples. One example may address several selection criteria. Your responses to the selection criteria are the most important part of your application and will be used along with the employment summary to shortlist applicants.

The key is to:

- demonstrate your qualifications, knowledge, skills, abilities, and experience 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	Describe your responsibilities and the challenges of the situation
Action	Explain what you did and how you did it
Result	Describe the outcomes of what you did

Conciseness is important; applications that exceed the specified two pages may not be considered. There is no need to repeat what is in your employment records.

Applications that do not respond to the selection criteria will not be considered.

SELECTION CRITERIA

1. **Job Context and Environment:** Provide administrative and corporate services support, including responsibility for providing secretarial services to HOM or equivalent. Demonstration of the applicant's capacity to use computer-based time management systems including experience in monitoring and analysing correspondence and other information to solve problems and answer queries from clients and management. Competency using Microsoft Office applications, and experience using the Internet and data management systems. A General understanding of the role and functions of the Australian High Commission and awareness of issues that may impact on allocated work tasks.
2. **Leadership and Accountability:** Ability to apply expertise in administration to provide advice (using well-established policy and practices as a guide) to more senior staff. Demonstrated accountability for the completion of allocated tasks and in meeting deadlines. Ability to make decisions within defined parameters relating to the area of responsibility such as in time management and plan own work goals and priorities that align with and achieve own and team outcomes, particularly the HOM. Contribute to the improvement of quality and efficiency of services.
3. **Independence and Decision-making:** Prioritise tasking and responsibilities from multiple sources balancing initiative and general supervision and direction, while meeting deadlines. Demonstration of how the applicant undertakes investigations to resolve enquiries, provide pertinent options and appraise routine cases, for referral to more senior employees in areas of Representation, Protocol and Public Diplomacy and undertakes analysis and evaluation of finished work.
4. **Stakeholder Management:** Obtain cooperation or assistance when administering well-defined activities by communicating in writing or orally to maintain effective vendor relationships, coordinate with the immediate work area, secure appointments etc. using a variety of channels, including telephone, forms, reports, and written correspondence. Demonstration of how the applicant undertakes processing and client service, including analysing and validating claims, enrolments, adjustments, and registrations; by anticipating problems, and suggesting solutions.
5. **Management Diversity and Span:** Plans, designs, and evaluates multi-stage activities including monitoring quality and accuracy of work; allocating tasks and providing guidance and on the job-training to (junior) colleagues. Uses computer applications such as Microsoft Office, and electronic accounting systems. Demonstration of how the applicant carries out quality control activities to ensure work is being performed efficiently and in accordance with instructions and procedures by maintaining registers or information, including data entry and retrieval, and creates and maintains files. Examples of how responsiveness to other duties as directed has contributed to a team.

REFEREES DETAILS

We require the contact details of two (02) 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:

- Immediate and higher-level supervisor/s from current or other relevant previous employment
- Senior person as advisor/mentor

When choosing referees, ensure they know you well and can be contacted easily (e.g. less than 1 year from separation date of previous employment). 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.