

LES Position Description

AGENCY	DFAT
POSITION NUMBER	AP011
POSITION TITLE	Property, Passport & Consular Officer
CLASSIFICATION	LE3
SECTION	Corporate
REPORTS TO (TITLE)	Property & WHS Manager and Second Secretary and Consul

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 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 Australian High Commission

The Australian High Commission in Apia represents the Australian Government in its engagement with Samoa. Its responsibilities include managing the Australian Government's development assistance in Samoa. Key areas of cooperation are education, health, social inclusion, infrastructure, public sector governance, civil society and private sector development. Australia's development assistance priorities and projects are determined and delivered with Samoa's leadership, and in line with the Australia-Samoa Bilateral Partnership Arrangement and the Australia-Samoa Development Partnership Plan

About the position

Under the general direction of the Property and WHS Manager and the Second Secretary and Consul, the Property Passport & Consular Officer provides administrative, operational and client service support to the Corporate Services Section. The position supports property administration, contractor coordination, inventory management, reception duties, and passport, consular and notarial services for Australian citizens and clients in Samoa and American Samoa.

The role requires strong customer service skills, sound judgement, discretion and attention to detail. The officer is expected to organise and prioritise routine tasks within established policies, procedures and supervisor guidance, and to escalate complex, sensitive or unusual matters as required.

Key responsibilities of the position include but are not limited to:

Property and Corporate Administration

- Provide administrative and operational support to the Property and WHS Manager.
- Assist with contractor scheduling, access arrangements, maintenance requests and follow-up.
- Liaise with contractors for the Chancery and AHC compounds, supporting approvals, WHS requirements, local regulatory compliance and escalation of compliance concerns.
- Monitor the property inbox, action routine requests and escalate matters as required.
- Maintain property records and inventories, including settle-in kits, cyclone kits, office inventories and official residence inventories.



- Support purchasing, procurement and financial processing in line with departmental policies and procedures.
- Perform SAP cashier duties and maintain accurate financial and administrative records.
- Perform reception duties, including switchboard operations, visitor management and routine enquiries.
- Support corporate administration, official events and high-level visits as required.

Passport and Notarial Services

- Process Australian passport applications in line with legislative, policy and procedural requirements.
- Conduct passport interviews and verify applicant identity and supporting documents.
- Process and issue emergency passports in line with established guidelines and supervisor direction.
- Manage routine passport enquiries, correspondence and the passport inbox.
- Provide accurate passport advice and escalate complex matters as required.
- Certify documents and perform notarial services in line with relevant procedures and authorisations.

Consular Services

- Assist with routine, complex and sensitive consular cases under supervisor direction.
- Provide practical support to clients experiencing difficult circumstances, in line with procedures.
- Maintain accurate consular records and support policy and procedural compliance.
- Maintain essential services and key contact lists for crisis preparedness and contingency planning.
- Assist with crisis preparedness, contingency planning and emergency response activities as directed.
- Maintain productive relationships with internal and external contacts relevant to consular service delivery.

Assist with other administrative tasks for the Corporate Section as directed.

Essential Qualifications, Skills and Experience

- Demonstrated administrative or client service experience, including the ability to organise routine work, follow through on tasks and manage competing priorities.
- Strong organisational and record-keeping skills, with a high level of accuracy and attention to detail.
- Ability to follow policies, procedures and supervisor guidance accurately, including when handling official documents, client information and administrative records.
- Demonstrated ability to provide quality customer service and support people experiencing difficult, sensitive or stressful circumstances.
- Ability to exercise sound judgement, discretion and professionalism when handling confidential or sensitive information, and to escalate complex matters as required.
- Good communication and interpersonal skills, including the ability to build effective working relationships with colleagues, contractors, service providers and clients.
- Ability to work effectively under general direction, both independently and as part of a small team, and to adapt to changing priorities.
- Sound computer skills, including Microsoft Office applications such as Outlook, Word, Excel, PowerPoint and Teams, and the ability to learn relevant business systems.
- Excellent written and verbal communication skills in English and Samoan.
- Current valid driver's licence.

Desirable Qualifications and/or Experience

- Experience in administration, customer service, property, government, diplomatic, passport or consular work.
- Experience using SAP, finance, procurement or records management systems.
- Understanding of Australian Government administration, service delivery or diplomatic operations.
- Experience handling confidential or sensitive information.