

LES Position Description

AGENCY	Department of Foreign Affairs and Trade
POSITION NUMBER	PN5583
POSITION TITLE	Consular and Passports Manager
CLASSIFICATION	LE5
SECTION	Consular and Passports
REPORTS TO (TITLE)	Consul (Consular & Passports)
Monthly Salary	HKD43,542
Status	Initial period of one-year full-time contract with possible extension

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 position

Under limited direction, the Consular and Passports Manager leads a small team responsible for providing the efficient and effective operation of consular, notarial and passport services at the Australian Consulate-General Hong Kong.

This position may be required to provide emergency consular assistance outside of office hours, and travel on an ad hoc basis.

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

- Manage and deliver the provision of consular, notarial and passport services to Australian citizens in Hong Kong and Macau in accordance with Australian Government guidelines and legislation.
- Lead and manage a small team, establish work priorities, monitor and provide feedback on performance and identify learning opportunities.
- Establish, strengthen and maintain key contacts and relationships with local authorities and relevant contacts across the region including the Hong Kong government authorities and local medical and tourism service providers.
- Directly manage the more complex and sensitive consular and passport cases and requests for advice and assist Australian citizens in line with the Consular Services Charter, in circumstances that include hospitalisation, arrest, death, welfare, whereabouts or a crisis situation.
- Provide a range of passport services, including client interviews with Australian citizens in accordance with the Australian Passports Act from the general public in person, by telephone and by email.

- 
- Plan and manage consular responses to significant consular events and crises, including contingency planning exercises and crisis preparedness advice.
 - Manage and update consular and passport information on the official website and social media platforms, including consular fees and travel advisories.
 - Operate and maintain consular, passports, notarial, crisis and other related databases, social media platforms and filing systems.
 - Provide timely advice and reporting on consular and passport cases, including the drafting of correspondence.

Required Qualifications/Experience/Knowledge/Skills

- Demonstrated ability to lead and develop team members in a high-pressure client-focused environment.
- Demonstrated ability to prioritise workloads, manage competing tasks, meet time-sensitive deadlines and respond effectively to challenging and unforeseen events and crises.
- Strong interpersonal skills and demonstrated experience effectively working in client services, assisting people facing difficult and sensitive situations.
- Excellent judgment, resilience and the ability to exercise discretion.
- Sound knowledge of local laws and customs, government agencies, local authorities and social services in Hong Kong and Macau.
- Excellent communication skills including high-level written and spoken English. Cantonese and/or Mandarin communication skills are desirable.
- Ability to exercise discretion and judgement in decision-making.
- Understanding of the guidelines, policies and legislation governing the provision of consular, passports and notarial services or a demonstrated ability to acquire this understanding