



Executive Assistant to Head of Mission and Research Officer

AGENCY	Department of Foreign Affairs and Trade
POSITION NUMBER	20327
POSITION TITLE	Executive Assistant to the Head of Mission
CLASSIFICATION	LE3
SECTION	Executive
REPORTS TO (TITLE)	High Commissioner

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. The Australian High Commission in Tonga advances these objectives at a national and regional level from Nuku'alofa.

About the position

Under general direction, the position of Executive Assistant to the Head of Mission provides high level executive, administrative and organisation support to the High Commissioner (HOM). You will have overall responsibility for the High Commissioner's diary and official events, travel and associated administrative and financial reporting requirements.

The position also assists with visits and events and may be required to assist with research, translation and basic analysis on political, social and economic matters in Tonga. All staff are expected to assist with crisis response, senior visits and major events.

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

- Provide high level administrative support to the High Commissioner including diary management, managing meeting requests and invitations, organising all travel arrangements, completing appropriate record-keeping, managing telephone enquiries, and coordinating incoming and outgoing correspondence (letters, minutes, cables).
- Provide administrative and logistical support for official functions, meetings and other representational activities hosted by the High Commissioner, including dealing with suppliers and providing protocol and cultural advice in consultation with other High Commission staff.
- Coordinate and maintain contact lists, the High Commission's organisational chart and internal phone directory, and action the High Commission's protocol courtesies including Third Person Notes.
- Prepare and process financial transactions, acquittals and reports for the High Commissioner in accordance with departmental guidelines and legislative requirements.
- Develop and maintain excellent relationships with key internal and external stakeholder and contacts, including Government of Tonga, community stakeholders, businesses, diplomatic missions, and other contacts to expand the High Commission's network.

- Provide administrative support for senior Australian Government visits to Tonga, including program preparation and bookings.
- With direction and support, undertake research, translation and basic analysis on key issues relating to Tongan political, economic, and social issues.
- Perform other administrative and support duties as required, including Reception, back-up official driver and executive assistance for other senior officers in the High Commission.
- After hours attendance may be required from time to time.

Qualifications/Experience

- Demonstrated experience providing proactive and high-level executive, administration and organisational support.
- Strong organisational skills, ability to multi-task and manage priorities, take initiative and work under pressure across a range of tasks including meetings, events, functions and visits.
- Effective stakeholder management skills with the proven communication skills required to support engagement with internal and external contacts to support the wider High Commission.
- Ability to work both independently and collaborate as part of a team with integrity, honesty and reliability.
- Strong oral and written English and Tongan communication skills, including effective negotiation, liaison and consultation skills and the ability to analyse and interpret information.
- Ability to exercise sound judgement and discretion and manage sensitive information in accordance with policy requirements.
- Proficiency and experience with Microsoft Office programs, including Word and Excel and a good working knowledge of information and communication systems, including electronic data management systems.
- Demonstrated knowledge or the ability to develop knowledge of Australian and Tongan government agencies, community organisations, and protocols
- The ability to obtain and maintain an unrestricted driver licence (to operate a motor vehicle in Tonga) is required.

Selection criteria

- A. Demonstrated strong organisational skills and administrative skills preferably in a government or diplomatic environment.
- B. Strong oral and written communication skills, including a proven ability to draft correspondence, take minutes, undertake research and prepare reports, anticipating the needs of diplomatic functions.
- C. Consistent attention to detail, including timings, spelling, and formatting.
- D. Proven ability to undertake financial management activities, including completing expenditure acquittals, reimbursement processing and maintaining auditable records.
- E. Ability to take initiative, manage competing priorities and deadlines, organise work effectively and efficiently, and complete projects and assignments with limited supervision.
- F. Proven ability to build strong relationships across an organisation, demonstrating the ability to communicate professionally, coordinate and influence senior stakeholders, and maintain discretion.
- G. Knowledge of Tongan language, politics and society, including protocol issues such as titles, hierarchy, etiquette and culture in an Australian/Tonga context.