



## Australian Consulate-General, Chengdu

<b>Agency</b>	Department of Foreign Affairs and Trade
<b>Location</b>	Australian Consulate-General, Chengdu
<b>Title (Position number)</b>	Media, Public Diplomacy and Research Officer (11578)
<b>Classification</b>	LE5
<b>Reports to (title)</b>	Consul
<b>Status</b>	Full-time
<b>Gross Yearly Salary</b>	RMB178,490 (plus loading where applicable)
<b>Commencement Date</b>	ASAP

### **About the Department of Foreign Affairs and Trade (DFAT)**

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**

The Media, Public Diplomacy and Research Officer undertakes media engagement, research projects related to public diplomacy, managing events and exhibitions, and particular projects such as alumni activities. This position organises public affairs activities and manages public media, Consulate website and newsletter as required. This position liaises with government, academic institutions and NGOs, supports some official visits to southwest China, and Australia.

### **The key responsibilities of the position include, but are not limited to:**

- Formulate media (traditional and social) strategies to promote Australia and the Consulate' activities in southwest China and Australia.
- Provide daily monitoring of Chinese media, including key developments on provincial leadership and central leaders, media concerning Australia and major policy announcements.
- Provide translations of Chinese media (as required) and policy analysis where required
- Maintain and strengthen the Consulate alumni database in southwest China.
- Establish, manage and broaden Consulate media, public diplomacy, and alumni relationships in Southwest China and Australia
- Represent and promote the interests of Australian at a range of forums, events and meetings and provide advice on Australian participation, operational and policy issues

- Develop and strengthen strategic relationships, negotiate and liaise across a broad range of stakeholders to provide an effective Australian contribution on government
- Liaise at a high level with universities, alumni associations and organisations, and government institutions including the National Foundation for Australia-China Relations to develop cooperation and promote relevant Australian alumni networks
- Organise alumni events and functions within the Consulate's consular patch. Seek opportunities to include alumni in other relevant events hosted by the Consulate such as public diplomacy events
- Engage and organise other Consulate events such as Anzac Day, Australia Day and other official functions, liaising with local government and other stakeholders
- Assist with high level visits, and manage events and vendors
- Monitor events locally and in Australia, economic, political or cultural, related to the southwest China region
- As directed, undertake political and economic research, and analysis on key developments in the Consulate's district (Sichuan, Chongqing, Yunnan and Guizhou), and prepare high-quality analytical reports and briefing
- Review and write concise and accurate media reports according to post requirements, situating analysis within an appropriate political context

### **Qualifications/Experience**

- Strong communication skills, with fluency in written and oral English and Mandarin essential. High level interpretation and translation skills.
- Experience handling and maintaining media contacts.
- Demonstrated research and analytical, with an economic or political focus
- Strong organisational skills, especially as they relate to the planning and management of high-level visits. Ability to prioritise and meet deadlines and to work effectively as part of a team.
- Good knowledge and awareness of the political, economic and trade environment in China and in the Consulate's district more specifically. Understanding of Australia's political, economic and trade environment would be an advantage.
- Strong conceptual and analytical skills, including a demonstrated ability to exercise sound judgment and initiative; ability to identify critical issues and to respond quickly.
- Ability to organise media and cultural events, and host education/trade/economic delegations, involving liaison with other organisations, planning, issuing invitations and implementation.
- Good knowledge of computer applications (including PowerPoint, Excel and Word and web-based applications (previous experience in website management not essential but would be a strong advantage).

### **What we offer**

- A diverse and inclusive workplace and attractive remuneration package
- Exciting and fulfilling work in a diplomatic mission
- The opportunity to work with strong, smart, visionary and experienced leaders who encourage and support to develop your skills.

## PREPARING YOUR APPLICATION

Your application, written in English, should include:

1. **Curriculum Vitae** (maximum 2 pages)

Please attach current curriculum vitae.

2. **Selection Criteria - Complete Attachment A**

Applicants are required to address the selection criteria by completing Attachment A. For each criterion, applicants should limit their response to 250 words. Appendix 1 provides useful information on how to address the selection criteria. Applications that do not address the selection criteria will not be considered.

3. **Referee Information**

Please note candidates short listed for interview will be asked to complete an additional form providing the contact details for two of their referees. Prior to contacting referees, we will contact the candidate for their agreement.

Please email your application to [recruitment.chengdu@dfat.gov.au](mailto:recruitment.chengdu@dfat.gov.au) before 17:00 on Wednesday, 11 March 2020. Applications received after the closing date and time will not be considered.

For further information about this position, please contact [recruitment.chengdu@dfat.gov.au](mailto:recruitment.chengdu@dfat.gov.au).

Please note that only applicants short-listed for interview will receive a written reply. If you have not received any communication from the Human Resources Section within four weeks after the close of application, please consider your application unsuccessful. Thank you for your understanding and your interest in working at the Australian Consulate-General in Chengdu.

**Attachment A: Selection Criteria**

1. Demonstrated experience in high level interpretation and translation. Fluency in written and oral English and Mandarin.

2. Ability to handle and maintain media contacts, and organise media and cultural events.

3. Demonstrated experience researching and analysing with an economic and political focus. Knowledge of political, economic, and trade environment in China and the Consulate's districts (Sichuan, Chongqing, Yunnan, and Guizhou).

4. Demonstrated organisation skills, especially as they relate to the planning and management of high-level visits. Ability to prioritise, meet deadlines, and work as a team.

5. Good knowledge of computer applications (including PowerPoint, Excel and Word and web-based applications (previous experience in website management not essential but would be a strong advantage).



## **APPENDIX 1: Addressing the Selection Criteria**

The duty statement or role description will help you understand the responsibilities and tasks required in the job. The selection criteria describes the personal qualities, skills, abilities, knowledge and qualifications (if any) a person needs to perform the role effectively.

The Embassy's selection team will assess the responses of all applicants to each criterion. From time-to-time this will be enough to identify the right person for the role. More commonly though, this process creates a shortlist of applicants suitable to move to the next stage—usually an interview.

It is essential to respond to each criterion, writing at least one to two paragraphs explaining how you have demonstrated the particular skill or quality. Provide relevant examples from your work, study or community roles. Be clear and to the point. If a word or page limit is set, make sure you stick to it, and edit your responses for grammar, spelling and punctuation.

It is important to provide evidence to back up your claims. Where possible use actual examples of what you have done, how well you did it, what you achieved, and how it relates to the requirements of the job. The **STAR model** can help you form your answer.

### **What is the STAR model?**

The STAR model is one way of presenting information against selection criteria. For each criterion think about the following and use these points to form sentences:

**Situation** - Set the context by describing the circumstance where you used the skills or qualities and gained the experience.

**Task** - What was your role?

**Actions** - What did you do and how did you do it?

**Results** - What did you achieve? What was the end result and how does it relate to the job you are applying for?

### **How do I address the selection criteria?**

The most important aspect of addressing selection criteria is to provide evidence through relevant examples. Support your claims with actual, specific examples of what you have done and how well you did it. The following steps provide guidance on how to address selection criteria.

#### **Step one –Understand the selection criteria**

As an example, take *written communication skills*. The associated selection criterion could be:

*'Well developed written communication skills. This includes the ability to:*

- *structure written communications such as reports to meet the needs and understanding of the intended audience;*
- *express opinions, information and key points of an argument clearly and concisely; and*
- *write convincingly in an engaging and expressive manner'.*

It is important that you clearly understand what is meant by each selection criterion before drafting a response. Your application itself may also be used to assess this criterion.

### **Step two – Opening sentence**

Begin each selection criteria with an opening sentence that clearly states your claim to this criterion. For example:

‘I possess strong written communication skills, which I have developed over the course of my career.’

Support the statement with detailed examples of where you demonstrated these skills. The following steps will help you to provide a structured, easy-to-understand response.

### **Step three – Brainstorm ideas for each criterion**

For each selection criterion, brainstorm ideas from your recent work life. Ideally, confine your examples to the last two or three years of employment, or other relevant examples (e.g. study, community participation). At this stage, it is useful to generate as many examples as possible.

### **Step four – Expand on your brainstorming ideas and provide the evidence**

Expand on these points from step three. Go back to each criterion and choose which examples to use, by matching them against the wording of the criterion. Once you have finalised your examples, you need to demonstrate how they meet the different aspects of the criterion. Be specific and describe exactly what you did, including the outcome, to demonstrate convincingly that you have met the requirements of each criterion. Here, the STAR method described earlier can be used. For example:

**Situation** – role as Research Support Officer

**Task** – needed to ensure that managers were kept informed of policies and procedures

**Action or approach** – initiated monthly newsletter, which was emailed to each manager. Took responsibility for writing the main articles. This involved obtaining ideas and input from other stakeholders to ensure that the articles reflected managers’ needs (in terms of content and language)

**Result** – led to improved lines of communication between managers and the Research Support Unit. Feedback was consistently excellent. Received divisional achievement award for newsletter quality.

Once this has been achieved, you can then write the draft paragraph in full. For example:

As Research Support Officer, I needed to ensure that managers were kept informed of policies and procedures. To do this, I initiated a monthly newsletter, which was emailed to each manager. I took responsibility for writing the main articles in each publication. This involved obtaining ideas and input from other stakeholders to ensure that the articles reflected the needs of managers, both in terms of content and language. I received consistently excellent feedback in relation to this newsletter from these internal clients and my own manager. I received a divisional achievement award for the quality of this newsletter from management. Importantly, this initiative resulted in improved lines of communication between managers and the Research Support Unit.

Remember to use only one or two of your strongest examples to respond to the selection criteria.

### Step five – checking work

At this stage, you should read through your application, and check the following points:

- a) Have I been honest? Your responses should reflect an accurate picture of your role and achievements.
- b) Have I used positive and specific language? Avoid ambiguous or unclear expressions such as *'involved in'* or *'assisted'* as it makes it difficult to understand exactly what you did. Words and phrases which could reduce credibility should also be avoided (e.g. some, a little, limited, somewhat).
- c) Have I used strong action (doing) words? Avoid using passive language. For example, *'I received consistently excellent feedback in relation to this newsletter from these internal clients and my own manager'*, is better than simply stating, *'Feedback in relation to this newsletter was consistently excellent'*.
- d) Have I avoided unsupported claims about my capabilities? For example, rather than simply saying, *'The newsletter was received well by others'*, this assertion is substantiated in the following way: *'I received a divisional achievement award from management for the quality of this newsletter'*.
- e) Have I addressed all aspects of the criterion? It is important that you go back to the wording of the particular selection criterion. In the example provided, it is clear that the content refers mainly to the first descriptor, *'structure written communications to meet the needs and understanding of the intended audience'*. To make a full statement against the criterion, *'well developed written communication skills'*, it would be necessary to address the remaining two descriptors in additional paragraphs.
- f) Have I paid attention to the language of the criterion? For example, writing a response to the criterion *'well developed written communication skills'* requires a focus on actual experiences and the degree of skill in this area. However, if the criterion was phrased *'knowledge of effective written communication skills and techniques'*, this would require different examples which do not necessarily rely on describing actual performance in the workplace.