



Agency	Department of Home Affairs
Location	Australian Embassy, Berlin
Title	Global Talent Support Officer
Classification	LE5
Section	Global Talent Program
Reports to (title)	Global Talent Officer (Executive Level 1)
Contract	Employment will be offered on a contractual basis for an initial period of 1 year. A further contract may then be considered. The employment is subject to the successful completion of a 3 month probation period. The hours of work are 37.5 hrs per week, Monday to Friday.
Gross Monthly Salary	€56,886 per annum / €4,740.50
Commencement date	28 October or earlier

About the Department of Home Affairs

The Department of Home Affairs is responsible for centrally coordinated strategy and policy leadership in relation to domestic and national security arrangements, law enforcement, counter terrorism, social cohesion, protection of Australia's sovereignty, the integrity of Australia's border and the resilience of national infrastructure. The Department also delivers services including strengthening the cohesiveness of Australian society through the migration program. The Department manages and assists temporary and permanent migrants to Australia and also confers Australian citizenship.

About the Position

The Global Talent - Independent program is a 'whole of government' priority managed and administered by the Department of Home Affairs. The program seeks to identify and attract high calibre individuals at the top of their profession, to migrate to Australia through active, deliberate and targeted promotion and engagement. The Global Talent team promotes facilitated visa options to identified potential highly skilled migrants demonstrating entrepreneurial ideas and cutting edge skill sets which can actively contribute to the Australian economy.

Under the direction of the Global Talent Officer and the Canberra based support team, the Global Talent Support Officer will be responsible for proactive research for identifying promotional opportunities that attract distinguished talent from throughout Europe and the United Kingdom. The position will be based out of the Australian Embassy in Berlin but will have a region wide focus. The position will be expected to perform at the LE5 work level standards identified in the Department of Foreign Affairs and Trade 'Classification Framework for Locally Engaged Staff'.

Specific Job Responsibilities

Include but are not limited to:

Stakeholder management:

- Provide input into the marketing, stakeholder engagement and communication plan/strategy for the region.
- Implement the above strategy, including identifying and prioritising key stakeholder and promotional opportunities within the region.
- Liaise with internal and external stakeholders on policy and project objectives of the Global Talent program and visa pathway options.
- Represent the Australian government and promote the Global Talent program at internal and external events, expos, conferences and functions.
- Resolve complex enquiries from stakeholders and provide information and advice as a representative of the Global Talent team.
- Build rapport and maintain stakeholder relationships, and respond to stakeholder needs and expectations within the parameters of the Global Talent program.

Leadership and accountability:

- Develop plans and objectives for short-term tasks of the Global Talent program and contribute to strategic planning for longer-term initiatives of the program.
- Have accountability for tasks and decisions, and provide technical expertise and recommendations, which influence the decisions made by the Global Talent Officer.
- Identify and mitigate risks that will affect individual work or Global Talent program outcomes.

Independence and decision-making:

- Make decisions that may impact on the overall outcomes for the program and its stakeholders.
- Undertake proactive region and countrywide research and analysis relevant to targeted industries and sectors and prepare associated reports, analysis and position papers.
- Identify local or regional implementation issues and contribute to the resolution of issues and problems.
- Consideration of Global Talent visa candidates and apply judgement, knowledge and limited discretion in interpreting and applying instructions, guidelines and procedures.
- Development of local and targeted Global Talent promotional material and displays, drawing on policy and legislative parameters.

Service delivery:

- Prepare correspondence and reports using agreed formats and structured guidelines on more complex matters, including information on location specific program finance.
- Provide specialist assistance and some secretariat duties for the Global Talent Officer, managing correspondence, administering teleconferences, preparing meeting and workshop agendas, organising logistics and record keeping of meetings.
- Provide a standard range of core Global Talent program related customer services to ensure positive customer outcomes.

Administration and program management:

- Perform basic research and analysis and manipulate data to enable accurate reporting.
- Monitoring and reporting on local media coverage of issues of relevance to the Global Talent program.

Other:

- Flexibility to work non-standard hours when required, to support engagement with an Australian-based Global Talent support team.
- Some regional travel may be required.

Personal qualities

- Self-motivated and outcomes focussed, with a demonstrated ability to work quickly, independently, and as part of a global team – noting relationship to the Canberra Global Talent support team.
- Resilient and able to work and adjust to a quickly changing operating environment demonstrating flexibility, reliability, adaptability, initiative and resourcefulness.
- Well-developed communication, interpersonal and liaison skills, with the confidence to network and communicate with diverse target sectors across the region.
- Demonstrated ability to develop and nurture productive working relationships.

Desirable

- Marketing, communication and event management experience.
- A good understanding of legislation and policy frameworks.

Visa

Candidates must be able to demonstrate an eligibility to obtain a valid EU working visa.

Selection Criteria

- 1) **Strategic Thinking:** Supports a shared purpose and direction with an ability to strategically manage a problem. Harnesses information and shows judgement, intelligence and common sense drawing accurate conclusions based on evidence.
- 2) **Achieves Results:** Proven ability to plan and organise workloads to meet objectives and ensure that deadlines are met within resource constraints. Responds positively to change and takes responsibility for managing work.
- 3) **Cultivates Productive Working Relationships:** An understanding of how good workplace and professional relationships are at the core of productivity and success. An ability to build and sustain positive relationships with team members, stakeholders and clients, and is responsive to changes in client and stakeholder needs and expectations.
- 4) **Communicates with Influence:** Confidently presents messages in a clear, concise and articulated manner. Seeks to understand the audience and tailors communication style and message accordingly.

PREPARING YOUR APPLICATION

Your application should include:

1. **Employment & Qualification Background** - Complete Attachment A

The form is attached for completion.

2. **Contacts for two referees** - Complete Attachment B

You need to provide contacts for two referees who are familiar with your professional as well as personal skills and competence. In most cases referees are not contacted unless you are shortlisted for the position, however we may contact referees before interviews – but will not do so without checking with you first.

3. **Curriculum Vitae**

Please attach a current curriculum vitae.

4. **Selection criteria** – Complete Attachment C

Applicants are required to address the selection criteria questions by completing Attachment C. For each criterion, applicants should limit their response to 250 words. Appendix 1 provides useful information on how to address the selection criteria.

**Your completed application package must be emailed by
12:00 local time on Monday 09 September 2019 to
personnel.berlin@dfat.gov.au**

Late or incomplete applications will not be considered.

We thank all applicants for their interest; however only those selected for an interview will be contacted in person. Unsuccessful applicants will be advised in writing.

ATTACHMENT A**Employment & Qualification Background****1. Personal Particulars**

	Surname	Given Name(s)
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Contact Details - address, telephone contact details, email address

2. Current Employment

Month/Year Commenced	Employer	Position
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3. Qualifications

Year Received	Qualification	Institution

4. Languages

	Proficiency Level

5. Other e.g. Awards, Academic Appointments, Publications, Professional Associations, etc.

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ATTACHMENT B**Referee Contacts**

Please provide the names and details of two referees whom the Home Affairs Section can contact if you are short-listed for the interview.

Referee 1

Full name of Referee:	Relation to Applicant (employer/supervisor):
Occupation (Position and company):	Phone:
Email:	

Referee 2

Full name of Referee:	Relation to Applicant (employer/supervisor):
Occupation (Position and company):	Phone:
Email:	

1. Strategic Thinking

Describe a situation which demonstrates your ability to adapt short term goals in order to meet changing long term priorities.

Enter response here (maximum 250 words)

2. Achieves Results

Provide an example of a time when you have reviewed the functioning of a work area and have identified an opportunity to improve the value and overall contribution in that area.

Enter response here (maximum 250 words)

3. Cultivates Productive Working Relationships

Provide an example when you have used your interpersonal skills with external stakeholders to achieve an outcome.

Enter response here (maximum 250 words)

4. Communicates with Influence

Provide an example of a time when you have positively influenced others in order to find an optimal solution to a complex work problem.

Enter response here (maximum 250 words)

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 three person 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 selection 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. It is important that you clearly understand what is meant by each selection criterion before drafting a response.

Before submitting your application check the following points:

- a) Have I been accurate? 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.