

Visits and Protocol Officer – DFAT - Tokyo, November 2024

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| AGENCY | Department of Foreign Affairs and Trade |
| POSITION NUMBER | TK009 |
| POSITION TITLE | Visits and Protocol Officer |
| CLASSIFICATION | LE4 |
| SECTION | Corporate & Consular |
| REPORTS TO (TITLE) | Second Secretary (Management) and Consul |

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 Visits and Protocol Officer works under general direction to coordinate arrangements for official high-level visits by senior Australian Government representatives to Japan. Duties include planning, protocol and logistical support to ensure visit outcomes are achieved. This position also liaises with Japanese authorities on visits, diplomatic accreditation and visas and provides corporate and consular support and assists with official functions and events as required. In this position you will need excellent communication and coordination skills and it will be critical for you to build and maintain high-level relationships.

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

- Coordinate visit planning and program development for official high-level visits, ensuring compliance with departmental and Japanese Government guidelines.
- Manage protocol and logistical support arrangements regarding visas, accommodation, and airport facilitation to ensure visit outcomes are achieved, and providing support for transport, security and communication arrangements where required.
- Cultivate and strengthen productive networks and relationships with stakeholders including Japanese officials, government agencies and service providers, hotels and airports to produce positive outcomes for the Australian Government during high-level visits.
- Manage arrivals and departures at airports and train stations, including personally receiving official visitors and ensuring all formalities are in line with Japanese and Australian protocols.
- Coordinate Embassy-wide hotel agreements, managing up-to-date hotel booking links and information documents for use across the Australian Government.
- Liaise with and maintain strong relationships with the Protocol Offices in the Japanese Ministry of Foreign Affairs and Australian Department of Foreign Affairs and Trade in relation to diplomatic status matters for Australian diplomatic staff.

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- Liaise with the Ministry of Justice and the Immigration Bureau in relation to resident status and other immigration matters on behalf of Australian diplomatic staff.
 - Liaise with and maintain up-to-date information on non-resident accredited missions in Tokyo in consultation with the Protocol Office in Australia and other teams in the Embassy.
 - Manage moderately complex enquiries and provide advice to both internal and external stakeholders on protocol and diplomatic privilege and immunity matters.
 - Accompany ministers and senior officials for their regional programs when necessary.
 - Provide support to the corporate management and consular teams with ad-hoc project work, including assisting the Events Manager prior to and during major events as required.

Qualifications/Experience

- High level oral written fluency in Japanese and English.
 - Japanese language skills (minimum JLPT level 1 or equivalent).
 - English (above TOEIC 950 points or equivalent).
- Well-developed oral and written communication skills and sound interpersonal skills including the ability to build productive working relationships and communicate effectively at all levels in both Japanese and English.
- Excellent organisational skills and a demonstrated ability to manage competing priorities and meet tight deadlines.
- Strong capacity to exercise discretion and judgement and pay attention to detail.
- Proficient in Microsoft Office suite of software products.
- Strong understanding of Japanese protocol and an ability to liaise effectively with Japanese authorities and a wide range of internal and external stakeholders, including local service providers such as accommodation and travel entities.