

Position Description – Defence Personnel Support Officer

AGENCY	Department of Defence
POSITION NUMBER	TK035
POSITION TITLE	Defence Personnel Support Officer
CLASSIFICATION	LE4
SECTION	Defence
REPORTS TO (TITLE)	Defence Office Manager

About the Department of Defence

The role of the Department of Defence is to defend Australia and its national interests. In fulfilling this mission, Defence serves the government of the day and is accountable to the Commonwealth Parliament which represents the Australian people to efficiently and effectively carry out the Government's Defence policy.


At the Australian Embassy Tokyo we represent the Department of Defence and Australian Defence Force in Japan, and facilitate the Australia-Japan bilateral defence relationship.

About the position

Under general direction of the Defence Office Manager, the Defence Personnel Support Officer is responsible for providing personnel and administrative support to manage and coordinate overseas conditions of service benefits to Defence staff and their dependants in Japan.

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

- Provide administrative support, sound advice and recommendations based on current legislation and policy on a wide range of administrative tasks.
- Liaise with internal and external stakeholders including clients and Japanese suppliers to facilitate the transfer of personnel between Australia and Japan. This includes securing temporary and long-term accommodation, school enrolments, transport, financial/banking services, and other administrative services required to assist with settling in Japan and returning to Australia.
- Coordinate workflow and prioritise administrative tasks for Defence personnel and their dependants.
- Liaise with Japan's Ministry of Defence, Australian Defence agencies and other Australian Embassy Tokyo agencies as required to obtain further advice, support, and guidance on personnel matters.
- Liaise with key support organisations in Australia to ensure appropriate management of entitlements and provide timely and accurate advice to clients regarding overseas conditions of service and local policy.
- Develop and maintain written documents including but not limited to arrival and departure procedures, welcome and local area information packages, international removals, processing of payments and reimbursements.
- Coordinate welfare support services and communication with defence families in Japan.
- Perform welfare management and monitoring tasks as part of the broader Defence welfare management support arrangements and provide advice on issues if identified.
- Plan, book, and manage official travel arrangements to support the broader defence section outcomes.
- Perform other administrative duties and back up as required.



Qualifications/Experience

- High level oral written fluency in Japanese and English.
 - Japanese language skills [Japanese-Language Proficiency Test (JLPT) minimum level 1 or equivalent desirable).
 - English [Test of English for International Communication (TOEIC) 950 points or equivalent desirable].
- Demonstrated experience providing administrative support.
- Strong organisational skills, attention to detail, and ability to manage competing priorities and concurrent tasking.
- Sound communication and interpersonal skills and ability to build and maintain effective working relationships in a fluid team environment.
- Ability to exercise discretion and manage sensitive information in accordance with policy requirements.
- Related experience, preferably in an international organisation, is desirable.