

# **AUSTRALIAN EMBASSY TEHRAN**

## **DUTY STATEMENT – CONSULAR AND PASSPORTS OFFICER**

Classification: Broadband 2 LE7.1  
Supervisor: First Secretary / SAO

### **DUTIES**

#### **Consular**

- Provide high level of client service to the Embassy's consular and passport clients.
- Provide accurate and timely advice to Australian Citizens and Australian Permanent Resident visa holders seeking consular and passport services in Iran.
- Deliver high standard of consular services to Australian Citizens and Australian Permanent Resident visa holders, in accordance with DFAT's Consular Handbook – Operations and Consular Handbook – Policy. Provide consular services within the limits of the Consular Services Charter.
- Manage the Embassy's notarial work, and perform notarial acts as authorised under the Secretary's delegation issued under sections 3(c) and 3(d) of the *Consular fees Act 1955*.
- Assist with maintenance of the Register of Australian citizens. Prepare quarterly consular statistics in CMIS.
- Maintain the Embassy's Consular Contact Information booklet and database, including ensuring the Embassy's lists of medical providers, lawyers, hotels, emergency services etc is accurate and up to date for major cities in Iran.
- Assist with the Embassy's contingency planning, including arranging site visits to major cities in Iran to validate information in the Embassy's Consular Contingency plan.

#### **Passports**

- Manage the Embassy's passport services in accordance with DFAT's Manual of Australian Passports issue (MAPI), the Australian Passports Act 2005, and Passport Information Notices (PINs) issued by the Australian Passport Office.
- Maintain security and integrity of Australian Passport Office systems and applications (PICS, TARDIS, and DeltaWeb).
- Refer complex child passport applications to Approved Senior Officer (ASO).
- Complete periodic Australian Passport Office reporting requirements, such as the Monthly Passports Reconciliation.

#### **General**

- Monitor the Embassy's generic consular email inbox daily, and provide timely and accurate written responses to enquiries with minimal oversight.
- Ensure consular and passports information, including the consular and passport fee schedule, is accurate and accessible to the public in the reception area and on the Embassy's website.
- Perform duties as sub-cashier in accordance with relevant Financial Management Manual guidelines and delegations, appointments and letters of instruction issued by the Finance Manager.
- Provide interpretation and translation services to diplomatic staff in relation to consular matters including at official meetings and functions.
- Manage stationery and office supplies and procurement of supplies.
- Perform the role of Personal Assistant to the Ambassador Executive Assistant on a relief basis as required.
- Other duties as required.