

POSITION VACANT

Australian Embassy Kuwait

Consular, Protocol and Translation Officer

About The Department of Foreign Affairs and Trade

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

Under general direction and within established procedures and guidance, the Consular, Protocol and Translation officer is responsible for managing a range of consular cases of varying degrees of complexity and managing protocol and translation activities for the post.

The Consular and Passports Section is the Embassy's principle face-to-face engagement with the public. A high degree of integrity and sound knowledge of the latest regulations, policies and procedures are required, as is an advanced command of written and spoken English and Arabic.

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

- In accordance with relevant policies and legislation, manage routine to complex and sensitive consular cases, and provide consular support including in cases of arrests/detentions, hospitalisations, medical evacuations, deaths, and whereabouts of Australian citizens, while ensuring privacy obligations are met.
- Apply judgement, knowledge and discretion in interpreting and applying legislation, consular and passports instructions, guidelines and procedures.
- Assist in development and maintenance of consular and crisis contingency action planning under limited direction and ensuring the Crisis Action Plan (CAP) is kept up to date. Prepare and execute an annual consular/crisis desktop exercise.
- Build and maintain networks to assist post in consular and crisis management across a range of stakeholders, including local authorities, service providers, diplomatic missions and others.
- Manage documentation for consular and protocol issues, including correspondence with the local authorities and other relevant agencies.
- Provide advice on complex Kuwaiti protocol issues, guidelines and regulations.
- Support incoming delegations by managing arrival and departure documentation, including VIP facilitation, baggage clearance, immigration requirements and other duties to ensure smooth operations during official visits.
- Translate incoming and outgoing documentation, social media captions and news articles to/from (formal) Arabic and English.
- Provide two-way oral translation during official meetings as required.
- Undertake other duties as required, including providing passport services to Australian citizens.

Required Qualifications/Experience/Knowledge/Skills

- At least 5 years' experience in a similar service-oriented environment, preferably with a diplomatic mission, NGO or customer service-oriented government authority.
- Experience in or ability to learn consular/passport services.
- Experience providing high quality Arabic-English written and verbal translation.
- Demonstrated strong client liaison and organisational skills.
- Demonstrated strong capacity to exercise discretion and judgement.
- Demonstrated ability to problem-solve creatively.
- Demonstrated ability to work autonomously and as part of a team.
- Strong written and oral communication skills, with fluency in English and Arabic. Professional accreditation is desirable.
- Proficiency in Microsoft Office Software applications.

Employment Conditions and Eligibility

The Embassy offers an attractive working environment and employment package. Our normal office hours are 8.00am to 4.00pm Sunday to Thursday. The Consular, Protocol and Translation Officer's base/starting salary is KWD 1,393 per month/KWD 16,716 per annum.

To be eligible for the position, you must be legally resident in Kuwait and complete local security checks.

Applicants must complete the Application Package – Consular, Protocol and Translation Officer – March 2025. Late or incomplete submissions will not be considered.

Applications are to be addressed to the Human Resources Officer. Please send your completed Application Package in English as a PDF file to HR.Kuwait@dfat.gov.au.

Closing date for applications is Wednesday 26 March 2025.

Only shortlisted candidates will be contacted.