



Australian Embassy – Santiago de Chile

AGENCY	Department of Foreign Affairs and Trade- DFAT
TITLE	Social Media and Communications Officer
CLASSIFICATION	LES 4
SECTION	DFAT – Political and Economic
REPORTS TO	Deputy Head of Mission
SALARY	CLP 1,558,950 per month (starting base salary within a five-tiered pay structure) Plus CLP 155,000 meal/transport allowance
AUTHORISED TO	<input checked="" type="checkbox"/> Exercise financial delegations on behalf of the Australian Embassy and the Australian Government <input checked="" type="checkbox"/> Represent the Australian Embassy in Official Duties <input checked="" type="checkbox"/> Access information relevant to personal financial records
SYSTEM ACCESS	<input checked="" type="checkbox"/> Classified Government Network <input checked="" type="checkbox"/> Classified Government Records <input checked="" type="checkbox"/> Remote access to secure network
COMPLIANCE FRAMEWORK	All staff must comply with all applicable corporate and operational requirements that arise at law or pursuant to policies and authorised practices.
TENURE	This is an ONGOING role, with a probation period of 4 months.
JOB CATEGORY	POLICY CONSULAR ADMINISTRATION RESEARCH IMMIGRATION
LOCATION	El Golf, Las Condes, Santiago

About the Australian Government's Department of Foreign Affairs and Trade (DFAT) Affairs

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, the Social Media and Communications Officer is responsible for driving the Australian Embassy's social media engagement with the Chilean and Ecuadorian Governments, business groups, and public. The position will also engage with business, industry, education and community organisations to work on joint projects which advance Australian foreign policy objectives and highlight Australian capability and expertise.


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

- Contribute to the development, delivery and evaluation of the Embassy's digital communication strategy to promote the Australian Government's interests in Chile and Ecuador.
- Outreach to universities, business and community organisations and building partnerships to take forward projects and events which highlight Australia's expertise and capabilities.
- Develop strategies for social media engagement with Australian organisations and educational institutions which have links into Latin America.
- Identify communication opportunities (media and/or digital) and proactively seek the placement of positive stories about Australia and Embassy initiatives in the Chilean and Ecuadorian media.
- Manage, design and publish content for the embassy's social media accounts including infographics, and videos of visiting Australians.
- Follow social media accounts of relevant stakeholders and coordinating the embassy's contribution to online discussion on issues of importance to Australia.
- Organise visits and events that showcase Australian expertise and capabilities in science, innovation and education and which support Australia's public diplomacy objectives.
- Develop a strong network of contacts in traditional and on-line Chilean and Ecuadorian media.
- Draft a range of written correspondence, including reports and briefings, and respond to a range of enquiries.
- Support colleagues in managing the Council on Australia Latin America Relations (COALAR) grants program on behalf of the Embassy.
- Support colleagues in managing engagement with the Alumni network.
- Manage the Embassy's IT, PABX, voicemail and cable TV systems including maintaining servers and staff accounts, responding to systems issues and liaising with DFAT's Global Support Centre (GSC) and Regional Technical Officers (RTOs) as required.

NOTE: the list of responsibilities herein is not intended to be all-inclusive. It may become necessary to modify/change these position responsibilities from time to time in line with changes to Embassy's business needs.

Qualifications/Experience

- Relevant qualifications and/or at least two years' working experience in a relevant field, preferably involving communications, public relations or events management
- A solid understanding of Australia's economic, trade, and cultural environment would be an advantage
- Proven organisational and communications skills
- An ability to show initiative, flexibility and apply sound judgement
- Knowledge of local business practices and customs
- Strong organisational skills, especially in relation to planning and management of events
- Strong interpersonal skills and demonstrated ability to communicate effectively in both written and spoken English and Spanish

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- Strong liaison, representational and interpersonal skills
 - Proficiency in Microsoft Office software package, including internet research skills and experience using electronic data management systems
 - Ability to prioritise a busy workload and work under pressure and with limited supervision
 - Some previous experience managing IT in a small office environment is desirable, but not essential

Eligibility

To be eligible to work at the Australian Embassy in Santiago de Chile, the successful applicant will require:

- a clean police background check, Certificado de Antecedentes;
- if a non-Chilean national, a valid work permit/visa; and
- successfully complete the Embassy Probity Check and sign a Declaration of Secrecy statement.

NOTE: The Embassy will not be able to assist applicants to secure a visa beyond providing an offer of employment. Applicants from Australia are encouraged to apply though the Embassy will not cover relocation costs. The employee's appointment will be subject to a four-month probation period.