



**Australian Government**  
**Austrade**

## **AUSTRALIAN TRADE COMMISSION**

### **SENIOR OFFICE MANAGER CHINA (AOPL4)** **(SHANGHAI BASED)**

The Australian Trade Commission (Austrade) is the Australian Government's official trade promotion and facilitation agency. Our commitment to China includes a network of 12 offices and a staff of more than 80. Administratively, this network operates within the requirements of local labour laws as well as the Australian Public Service framework.

Austrade now has a vacancy for the position of Senior Office Manager China based in Shanghai. This role will report to the Senior Trade Commissioner in Shanghai and Country Manager China. The duties and selection criteria are attached. Australian applicants are welcome. The salary package offered for this local engaged staff will be within local salary structure based on Austrade policy. No relocation fee or living allowances will be offered.

Applicants need to be highly motivated, flexible and prepared to work in a performance driven culture, be able to work with minimal supervision and be highly motivated to achieve stated objectives.

Applications for the position must be in writing in English and address the selection criteria and outline qualifications and experience. Applications must be submitted with subject of "Application of Senior Office Manager, China" via email at [recruitment.shanghai@austrade.gov.au](mailto:recruitment.shanghai@austrade.gov.au) by Close of Business, 23rd of December, 2009.



**NORTH EAST ASIA REGION  
SENIOR OFFICE MANAGER CHINA – AOPL 4  
SHANGHAI BASED**

**Role:**

- Provide high level administrative support to the Senior Trade Commissioner Shanghai and Country Manager China.
- Responsible for China sub-region's plans, strategies and implementation related to: Finance & Accounting, Procurement, HR, Office Administration, Property and Performance Management.
- Regular commercial guidance to the Managers of China Posts with interpretation and reporting of the China Post's resource allocations and business plans.
- Primary liaison with the regional Manager Finance and Administration, regional Human Resources Manager, Manager of IT and Property and Security Officer;
- To meet Public Sector audit requirements through maintenance of regular internal audit and control activities. Ensuring company systems and processes related to the Commissions Administrative Standards Manual and Corporate and Government requirements are being fully met. Compliance to Australian and Chinese regulatory requirement;
- To coach China administration staff to build the capability of the China administration network
- Liaison with Regional HR Manager, NEA in terms of new labour regulations and China sub-region potential personnel impact or issues.
- To test, co-ordinate and rollout new operational procedures for job roles in line with changes to Austrade policy and procedures.

**Key Accountabilities:**

- **Compliance:** Ensure China Sub-region post transactions and decision processes conform to the Administrative Standards Manual, the Accountability and Delegations Manual, the Management Policy Manual and other procedures as determined by the Regional Manager for Finance and Administration and Regional Manager for Human Resources.
- **Service:** Ensure all internal customers are provided with pro-active and analytical commercial advice. Meet requirements to ensure a smooth transition for A-based arriving or leaving the post. Provide induction and training for new employees on post systems and administrative requirements. Manage the sub-regions property and leases.
- **Planning:** Participate in the preparation of post and Sub-region plans and budgets ensuring alignment to regional and corporate objectives. Build the

posts' teams capability in understanding budget and planning processes and post accountabilities.

- Reporting: Provide relevant and timely reports on China Sub-Region's performance and compile meaningful analysis of variances with forward looking forecasts. Manage the China admin team to provide management with timely and accurate data for performance & evaluation and other reporting;
- Team Improvements: Lead continuous improvement programs to reduce the time and complexity of key post processes. Initiate best practice procedures to reduce administrative costs through quality at source. Work with other NEA OM's to improve communication, understanding and process of administrative matters.
- Marketing: Develop strong instincts to assess and add value to post marketing operations and communicate the importance of the events to regional management via variance and forecasting reports.
- Branding: Be a valuable member of the Admin team that contributes to the reputation and branding of the regional and global admin teams.

### **Key Internal Customers**

- Directly reports to the Senior Trade Commissioner Shanghai and Country Manager China and assist Post Managers in all China posts.
- Functional reporting through the Regional Manager, Finance and Administration, and the Regional Manager, Human Resources.
- Formalised support relationships with Regional Office Managers.
- All China Sub Region employees
- Informal relationships with Corporate roles in Property, Legal and Risk, Finance, IT and HR
- Relationships with General-Consulate administration in association with Common Service agreements.

### **Selection Criteria**

#### Job Specific

- Thorough understanding of the scope and seniority of the Office Manager job role, Austrade's administrative systems and procedures, transaction processes, HR systems, IT systems (SAP) and post operational requirements.
- Experience in selecting, training and coaching employees to build confidence and capability.
- Capable of meeting deadlines and delegating work to efficient sources.

- Sound project management skills and experience in delivering change to the workforce.
- Strong communication and interpersonal skills to balance the sometimes conflicting requirements of many stakeholders and co-ordinate planning and budgeting processes and undertake post reviews.
- Capacity to handle ambiguity and change. Acceptance of increased responsibility to enhance other posts operations. Ability to manage both up and down the management hierarchy.
- Excellent number skills and spreadsheet skills to assist the building of post budgets and business plans incorporating performance targets.
- Attention to detail in reporting variances, forecasts and other relevant requested data within a government context.
- An understanding of the drivers for excellent performance and demonstrated knowledge of building team capability.
- A forward commitment to self-development and learning.
- Demonstrated capacity to enhance the regional team and build strong relationships with internal customers.
- Commitment to customer service.
- Professional qualification preferred: e.g. CPA, Chartered Accountant, etc.
- At least 10 years relevant experience; Mandarin should be at Native proficiency level; Shanghai Dialect would be an advantage.,