

Expatriate Locally Engaged Visa Officer – Amman – July 2024

| | |
|------------------------|--|
| AGENCY | Department of Home Affairs |
| POSITION NUMBER | AM042 |
| POSITION TITLE | LED 5 Expatriate Locally Engaged Visa Officer |
| CONTRACT | Full time (37.5 hours per week), one year contract |
| SALARY | 2,088.780 JOD Per Month |

About the Department of Home Affairs

Home Affairs brings together Australia's federal law enforcement, national and transport security, criminal justice, emergency management, multicultural affairs and immigration and border-related functions, working together to keep Australia safe.

The Immigration Group delivers the permanent migration and temporary visa programs to maximise the long-term economic and social benefits to Australia across the Skilled, Family and Refugee, and Humanitarian visa programs as well as through Temporary entry to support tourism, education, and international relations.

The Department of Home Affairs Amman office consists of the Refugee and Humanitarian team, the Temporary Entry team and the Family team.

About the position

Under general direction, Expatriate Locally Engaged staff work to established policies and procedures to assess visa applications and supervise Locally Engaged Staff to support the delivery of visa and humanitarian programs.

Applicants must hold citizenship from Australia, Canada, New Zealand, UK or USA, and cannot be dual Jordanian nationals.

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

- Under limited guidance, assess Australian visa applications and make decisions in accordance with relevant legislation, policy and procedures.
- Prepare correspondence, case and interview notes, assessments and records on decisions. Manage client and stakeholder correspondence and respond to complex enquiries.
- Provide guidance and training to junior officers in Amman and the region, and act as a mentor and leader, ensuring compliance with legislation, policy and procedures.
- Assess and provide advice on complex cases to assist staff to make high quality and timely decisions.
- Use systems to process applications, manage caseloads, and conduct caseload assurance and analysis.
- Support and inform risk management and integrity in visa processing, including by maintaining knowledge of risk profiles and indicators in caseloads and reporting integrity concerns and trends.

- Conduct quality assurance checks to ensure adherence to relevant legislation, policy and procedures.
- Liaise with a range of internal and external stakeholders and represent the work area at meetings and forums as required.
- Support the Department's migration reform agenda, including by identifying and implementing business process efficiencies.

Qualifications/Experience

Essential

- Strong written and oral English language communication skills.
- Experience working with, or the ability to acquire a sound knowledge of, Australian migration legislation and procedures.
- Capacity to interpret and apply legislation and policy to support lawful decision making.
- Australian, UK, USA, Canadian or New Zealand citizenship. Applicants cannot be dual Jordanian nationals.
- Ability to lawfully work and reside in Jordan.

Desirable


- Tertiary qualifications and/or previous experience in visa assessment.
- Client service experience.
- Interviewing skills.
- Fluency in Arabic, Farsi (Persian), Dari, Hazaragi or Pashto.

Selection Criteria

1. **Supports strategic direction:** Provide an example of when you have managed competing tasks and successfully prioritised your work to achieve results in the workplace.
2. **Connects:** Describe when you have provided mentoring or support to colleagues to achieve organisational goals, maintaining a positive relationship.
3. **Displays Drive and Integrity:** Give an example where you provided a quality professional service, applied ethical work practices and maintained integrity in all aspects of work and imparted these ethics to colleagues.
4. **Understands:** Describe a time when you have applied and interpreted legislation, policies and procedures to make a decision and provide reliable advice to others.

Responses to selection criteria should provide examples that highlight your strengths, achievements, capabilities, and experiences relevant to the advertised position. Applicants are encouraged to use the STAR method when preparing their written submission, and base their responses on previous professional experience using work examples.

- S Situation – describe the situation you faced
- T Task – what was the task/s you were responsible for
- A Action – what steps did you take to address the issues and why
- R Result – what outcomes or benefits did your action/s achieve



Your response for each selection criteria should be between **200-300 words per response**.

Applications that do not specifically address the required skills and experience in the written submission will not be considered. Only shortlisted applicants will be contacted for interview.

Submitting your application

Applicants must submit:

- A short resume (maximum two pages).
- A written submission addressing the four selection criteria above, with 200-300 words for each criterion.
- At least two employment referees including contact details – if currently employed, one referee should be your current supervisor.
- It is essential that you list ALL citizenships currently held and current visa status in Jordan (including work rights).

Please e-mail applications to amman.applications@dfat.gov.au by 23:59 hrs, 30 July 2024. Incomplete or late applications will not be considered. Please specify the job title and applicant's name in the e-mail subject line.