

Visa Officer – Amman – February 2025

AGENCY	Department of Home Affairs
POSITION NUMBER	Multiple
POSITION TITLE	LE3 Visa Officer
CONTRACT	Full time (37.5 hours per week), one year contract
SALARY	1,280.340 JOD per Month

About the Department of Home Affairs

The Department of Home Affairs is the Australian Government interior ministry with responsibilities for border control, immigration, refugees, citizenship, multicultural affairs, emergency management, transport security, cyber security policy and coordination, countering violent extremism programs and critical infrastructure protection.

The Department of Home Affairs Amman supports the delivery of Australia's temporary and permanent migration programs, primarily through processing visa applications for Australia. The office consists of Australian and local staff, processing Refugee and Humanitarian, Temporary Entry and Family visas.

About the position

This process is being used to create a merit list or pool to fill vacancies that may arise for up to 18 months. Under general direction, Visa Officers apply established policies and procedures to assess visa applications. Working as part of a team, the position is responsible for assessing visa applications, meeting key performance benchmarks, and identifying integrity issues within visa applications.

Duties and responsibilities:

- Provide accurate, timely, consistent and appropriate information and decisions in relation to visa applications, in accordance with relevant legislation and policy.
- Manage a caseload of visa applications and adhere to agreed assessment targets, timeframes and the quality assurance framework and benchmarks.
- Record well-written and lawful case notes, prepare correspondence including natural justice letters, requests for additional information and decision records in English.
- Undertake client interviews independently. Note: the ability to interpret/translate Arabic/English is required and/or fluency in either Farsi (Persian), Urdu, Dari or Hazaragi is highly desirable.
- Communicate effectively to a range of stakeholders and visa applicants, including but not limited to, responding to client enquiries, and requesting clients to supply additional documents.
- Use Home Affairs systems to process applications and record data, manage caseloads, and conduct research, analysis and system checks.

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- Perform supporting administrative tasks in a high-pressure environment, including managing mailboxes, responding to public and other Australian Government agency queries, maintain and update client records, ensure identity information is correct, and apply effective case management principles to daily work.
 - Contribute to the implementation of improved work practices.

Requirements

- Excellent written and oral communication skills in English and Arabic (and other identified languages desirable).
- Previous experience working with visa processing and integrity systems or a demonstrated ability to quickly learn new systems.
- The capacity to interpret and apply legislation and policy to support strong visa decisions.
- Ability to set priorities and organise workloads to achieve outcomes and meet deadlines.
- Ability to apply problem solving skills and/or judgement to resolve complex cases, procedural or policy issues.
- Proficiency in Microsoft Office, including Word and Excel applications.
- High degree of personal drive and integrity with the ability to work flexibly and adapt to changing requirements.
- Excellent organisational skills, including the ability to perform under pressure, manage high work volumes and set priorities with a high degree of commitment and initiative.
- Applicants must be able to lawfully work and reside in Jordan.


Eligibility

Applicants must have the ability to live and work in Jordan.

Submitting your application

Applicants must submit:

- A YES/NO answer to this question in your covering email: *Have you ever had a formal finding of misconduct made against you in your previous or current employment, or been found to have breached employment codes of conduct?*
- A short resume (maximum two pages), including at least two employment referees including contact details – if currently employed, one referee should be your current supervisor.
- A one-page applicant response document in relation to the advertised role, outlining:
 - How your skills, knowledge, and experience will be relevant to this role.
 - Why you are interested in the role and what you can offer us.
 - Any specific examples or achievements that demonstrate your ability to perform the role.



Please e-mail applications to (amman.applications@dfat.gov.au) by **23:59 hrs, 5th of March 2025**. Incomplete or late applications will not be considered. Please specify the job title and applicant's name in the e-mail subject line.

- 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.
- Please note that current and/or previous employers may be contacted for reference checks.