

Expatriate Locally Engaged Visa Officer – Amman – September 2023

AGENCY	Department of Home Affairs
POSITION NUMBER	Multiple
POSITION TITLE	LED 5 Expatriate Locally Engaged Visa Officer
CONTRACT	Full time (37.5 hours per week), one year contract
SALARY	[1942.720 JOD]

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:

- 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.
- May supervise a team of Visa Processing Officers, including managing workloads, monitoring performance, providing guidance and training to ensure compliance with legislation, policy and procedures. This may include supporting Visa Processing Officers in other Home Affairs offices in the region via email, phone and video/teleconference platforms.
- Assess and provide advice on complex cases to assist staff to make high quality and timely decisions.
- Maintain, analyse and report on caseload statistics and trends, and assist with workload planning.
- 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. **Thinks Strategically:** Provide an example of when you delivered strong program management skills with demonstrated planning and reporting capabilities within financial and staffing parameters.
2. **Connects:** Provide an example of when you managed staff and brought teams together to meet organisational goals.
3. **Displays Drive and Integrity:** Describe a situation where you provided a quality professional service, applied ethical work practices, and maintained integrity in all aspects of work and imparted these ethics to the staff you managed.
4. **Understands:** Provide an example of when you have applied and interpreted legislation, policies and procedures to make a decision and provide reliable advice to staff and stakeholders.
5. **Citizenship:** It is essential that you list ALL citizenships currently held and current visa status in Jordan (including work rights).

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.

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- 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.

Please e-mail applications to amman.applications@dfat.gov.au by 23:59 hrs, 30th of Sep, 2023. Incomplete or late applications will not be considered and only shortlisted candidates will be contacted. Please specify the job title and applicant's name in the e-mail subject line.