

Locally Engaged Team Leader – Amman – November 2023

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| AGENCY | Department of Home Affairs |
| POSITION TITLE | LE 5 Team Leader |
| CONTRACT | Full time (37.5 hours per week), one year contract |
| SALARY | 1942.720 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, the Family team and the Integrity team.

About the position

Under general direction, Team Leaders work to established policies and procedures to assess visa applications, and supervise Locally Engaged Staff to support the delivery of visa and humanitarian programs. Team Leaders have responsibility for particular visa programs or cohorts, and manage multiple key stakeholder relationships.

Applicants must be able to lawfully work and reside in Jordan.

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

- Supervise a team of Visa Processing and/or Integrity Officers, including managing workloads, monitoring performance, providing guidance and training to ensure compliance with legislation, policy and procedures. This may include supporting officers in other Home Affairs offices in the region via email, phone and video/teleconference platforms.
- Have a solid understanding of relevant migration legislation and policies to 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.

Selection Criteria

- Excellent written and oral English language communication skills.
- Demonstrate understanding of Home Affairs' role, functions and strategic objectives and translate these into operational goals for team.
- Experience working with, or the ability to acquire a sound knowledge of, Australian migration legislation and procedures.
- Exemplify adaptability and lead by example, to lead team effectively in a fast paced environment and achieve results.
- Effectively manage team culture, workload, resources and training to maintain high quality and high quantity outputs.
- Demonstrate initiative and proactivity in identifying, implementing and promoting improved processes or approaches.
- Possess sound judgement and problem solving skills to resolve complex procedural or policy issues with little supervision, and escalate to supervisor as appropriate.
- Ability to lawfully work and reside in Jordan.
- *Highly desirable*: proficiency in both Arabic and English and ability to interpret/translate between both languages. Additional proficiency in Farsi (Persian), Dari, Hazaragi or Pashto.

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

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 maximum one-page statement of claims in relation to the selection criteria above.
- 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, 16th of December 2023. Incomplete or late applications will not be considered.

Please specify the job title in the e-mail subject line.