

Locally Engaged Administration Officer – Amman – June 2024

AGENCY	Department of Home Affairs
POSITION NUMBER	AM083, AM084
POSITION TITLE	Administration Officer
CLASSIFICATION	LE2
SECTION	Refugee and Special Humanitarian Program Administration Team
SALARY	1010.25 JOD/month
EMPLOYMENT TYPE	Full time (37.5 hours per week): three month probation period followed by fixed term contract until 30 June 2025.

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

Administration Officers work under close supervision and routine direction within a team to handle incoming mail, visa applications and enquiries, conduct data entry and file creation, respond to client and stakeholder enquiries, and manage visa application files. Administration Officers must maintain high levels of accuracy and organisation to contribute to the efficient delivery of services to clients.

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

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

- Assessing visa application validity against relevant legislation, policies and procedures.
- Ensuring efficient and accurate receipt, registration, filing and handling of visa applications.
- Managing incoming and outgoing mail including sorting, record keeping and dispatching.
- Triaging and responding to client and stakeholder email or electronic enquiries, recognising and escalating complex enquiries as necessary.
- Maintaining high levels of accuracy and efficiency in high volume workloads.
- Developing and maintaining relationships with internal and external stakeholders including with local authorities and visa delivery teams to achieve departmental business objectives.
- Performing other duties and back up, as required.

Required Experience and Skills

- Excellent written and oral English language skills and fluency in Arabic.
 - Sound judgement to make assessments and decisions based on legal requirements.
 - Well-developed problem-solving and practical thinking skills, with appropriate escalation of issues.
 - Ability to maintain high work standards and meet deadlines.
 - Sound communication, liaison and interpersonal skills, particularly with stakeholders and colleagues from a diverse range of backgrounds.
 - Time management skills and the ability to work effectively, cooperatively and flexibly in a team environment to respond to priorities and meet deadlines.
- Proficiency with software applications including Microsoft Word, Excel and the capability to learn new programs quickly.

Position Covering Letter

The purpose of this covering letter is to help us make an objective decision about the most suitable candidates for the position. The explanation will help us learn about your knowledge, abilities, skills, and personal attributes that are relevant to the advertised position. You must explain how you are suitable for the job in relation to the key responsibilities and required experience and skills. Your covering letter should be maximum **one page**.

Applications that do not specifically address the required skills and experience in the written submission will not be considered.

Submitting your application

Applicants must submit:

- A short resume (maximum two pages).
- Position covering letter as explained above.
- At least two employment referees including contact details – if currently employed, one referee should be your current supervisor.
- Mention the title of the vacancy (Home Affairs Administration Officer) in the email subject line.

Please e-mail applications to amman.applications@dfat.gov.au by 23:59 hrs, 13 July 2024. Incomplete or late applications will not be considered.

Only shortlisted applicants will be contacted for interview.