



## LE3 Visa Officer – several vacancies

The Australian Embassy in Amman is seeking a high-performing, pro-active and service-focused person to work in the Department of Home Affairs section within the Embassy.

### Duties:

- **Assess and decide visa applications** in accordance with Australian legislative and procedural frameworks. An officer is required to accurately review client documentation and interrogate several departmental systems. They must also have a solid understanding of relevant migration legislation and policies to assess and make fair, reasonable and lawful visa decisions.
- **Draft lawful and well-written visa decision records** (in English).
- **Undertake client interviews independently.** Note the ability to interpret/translate Arabic/English is highly desired (Farsi (Persian), Urdu, Dari or Hazaragi speakers are also encouraged to apply)
- **Communicate effectively** with a range of stakeholders and clients, including but not limited to, responding to client enquiries and requesting clients supply additional documentation. Officers must exercise sound judgement, reasoning and accuracy when communicating with clients or escalating complex cases to senior officers.
- **Provide strong administrative assistance** in a high-pressure environment, including managing mailboxes and client records, ensuring identity information is correct, and apply effective case management principles to your daily work.
- **Meets weekly delivery targets**
- **Apply excellent organisational skills** to work efficiently and balance competing priorities. Be flexible and willing to adapt quickly to emerging priorities.
- **Act professionally, ethically and with integrity** at all times.

### Selection criteria

1. Utilises research and analytical skills, and/or relevant legislative & procedural frameworks to deliver results
2. Demonstrated ability to maintain strong relationships with clients, colleagues and supervisors to support work priorities/outcomes
3. Applies problem solving skills and/or judgement to resolve an issue or case
4. Adapts to new workplace environments and can quickly learn and apply new technical or specialist knowledge (e.g. legislation, policies, procedures and/or IT systems)

### Additional competencies:

- **Highly desirable:** competent in both **Arabic** and **English** and ability to interpret/translate between both languages.
  - Candidates fluent in either Farsi (Persian), Urdu, Dari or Hazaragi are also encouraged to apply as the Department operates global case management principles and officers may

be expected to process applications from across the region.

**Applications must include:**

- (1) A short resume (maximum two pages);
- (2) A written response addressing each of the selection criteria listed above. Note:
  - a. There is a strict 300 maximum word limit for each criteria. Any words over this limit for each criteria will not be considered.
  - b. Please base your responses on your previous work experience (i.e. use work examples). You may use the same work example to address more than one selection criterion if you wish. You are encouraged to use the STAR method when describing your work example:
    - Situation - describe the situation you were faced with.
    - Task – what was the task/s you were responsible for?
    - Action – what steps did you take to address the issue and if relevant, why did you choose this course of action?
    - Result – what outcomes or benefits did your action/s achieve?
- (3) The contact details of at least two work referees;
  - a. If currently working, one of these referees should be your current supervisor

Please forward applications no later than **5pm 13 MARCH 2022 UTC/GMT +2** to [amman.applications@dfat.gov.au](mailto:amman.applications@dfat.gov.au).

**Note:**

- Incomplete or late applications will not be accepted.
- Any enquiries, including in relation to salary details, should be directed to the above email address.
- The Australian Government is an equal opportunity employer. We have a non-discriminatory work environment.
- New staff are employed on a non-ongoing contract of up to twelve- months, with a three-month probationary period.
- Please advise if you have a relative or friend working at the Australian Embassy. This will not harm your application but will ensure transparency and avoid potential conflicts of interest in the assessment process. All applications will be assessed by neutral parties, on their individual merits and using standardised criteria.