



Locally Engaged Senior Visa Officer – Amman – November 2023

AGENCY	Department of Home Affairs
POSITION TITLE	LE 4 Senior Visa Officer
CONTRACT	Full time (37.5 hours per week), one year contract
SALARY	1471.600 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 limited supervision, Senior Visa Officers work to established policies and procedures to assess visa applications and/or identify and report on integrity trends and risks, and supervise Locally Engaged Staff to support the delivery of visa and humanitarian programs. Senior Visa Officers may have responsibility for particular visa programs or cohorts, and are often entrusted to manage specific 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:

Visa processing:

- Work under limited supervision to assess and decide complex visa applications, demonstrating subject matter expertise and providing a point of escalation for junior officers.
- Provide feedback, advice, mentoring and training to junior officers on assessments, decision records or work outputs.
- Contribute to and support team leader and post management to manage a team, including developing and delivering training, monitoring and managing quality and quantity of outputs and workflow, and identifying and implementing work practice improvements.
- Use systems to process applications, manage caseloads, and conduct caseload assurance and analysis.

Visa integrity:

- Provide support to the offshore integrity team and visa officers to promote knowledge of caseload integrity priorities and practices.
- Undertake targeted integrity assurance tasks and analyse information to identify common characteristics or trends and support the development and review of risk alerts, profiles, and models for visa caseloads.
- Update systems, with accurate data entry that allows visa program decision makers to manage their caseloads with the appropriate level of risk.
- Contribute to the preparation and dissemination of fraud profiles, integrity alerts and trend analysis.

General:


- Actively support delivery of change, modelling flexibility and adaptability.
- Communicate effectively with a range of stakeholders and clients, exercising sound judgement and reasoning.
- Apply excellent organisational skills to ensure effective and timely management of own work as well as supporting junior officers.

Selection Criteria

- 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.
- Adaptability and ability to work effectively in a fast paced environment to achieve results with limited supervision.
- Provide leadership, mentoring, training and support to junior officers, to ensure high quality and quantity outputs and deliver results.
- Demonstrate problem solving skills and/or judgement to resolve complex cases, procedural or policy issues
- Demonstrate initiative through proposal and/implementation of workplace efficiencies and improvements
- Capacity to interpret and apply legislation and policy to support lawful decision making.
- 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.