



LE4 Senior Visa Officer – several vacancies

Duties:

- **Assess and decide complex 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) for complex cases and provide feedback and advice to junior officers on their assessment and decision records.
- **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, client enquiries, managing service provider relationships and engaging with internal and external Embassy contacts. Officers must exercise sound judgement and reasoning when communicating with clients and stakeholders and will be an escalation point on complex cases for junior officers.
- Apply **excellent organisational skills** to work efficiently and balance competing priorities. Expect to manage your own work in addition to providing support to junior officers.
- Undertake complex analysis and thorough investigations and integrity checks of visa applications across a range of different programs.
- **Contribute to, and support, work practice improvements and data monitoring** to identify risks and analyse trends.
- Actively **support the Team Leader and Post Management** to deliver Australian Government priorities and visa programs. Officers must **remain flexible** and seek to identify emerging priorities within Home Affairs business.
- **Act professionally, ethically and with integrity** at all times.

In addition to the above duties, a Senior Visa Officer position requires the ability to assess and decide more complex visa applications. They are expected to be able to **operate under limited supervision** and **be a point of escalation** and support for other team members in relation to complex enquiries or cases. They may be given responsibility for a particular visa program or cohort to manage and are often entrusted to manage particular stakeholder relationships.

Selection criteria

1. Works effectively in a fast-paced environment to achieve results with limited supervision.
2. Applies problem solving skills and/or judgement to resolve complex cases, procedural or policy issues
3. Manages and resolves situations with a challenging client, staff-member or other stakeholder
4. Demonstrates initiative through proposal and/implementation of workplace efficiencies and improvements

5. 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

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