



AUSTRALIAN EMBASSY

Job Vacancy – Locally Engaged Designate (Expat) Visa Officer

The Australian Embassy in Amman is seeking a high-performing, pro-active and service-focussed person to work in the Department of Home Affairs section within the Embassy. The primary function of this position is to assess and decide migration visa applications to meet visa program objectives. Other responsibilities are outlined below.

Candidates must be a citizen of either Australia, Canada, New Zealand, United Kingdom or the United States to undertake the role. Dual nationals of either Jordan, Syria, Iraq or Lebanon cannot be considered for this role.

Main tasks:

- With limited supervision, assess and decide migration visa applications, including those of a more complex nature. Note information on the Department of Home Affairs visa programs can be found at: <https://immi.homeaffairs.gov.au/visas/getting-a-visa/visa-listing>
- Provide support to visa officers on complex cases, and more complex enquiries that may involve seeking clarification of immigration policy or procedures
- Undertake quality checking and quality assurance activities on cases
- Undertake client interviews and assess applicants against legislative and policy requirements
- Work with a range of internal and external stakeholders to support program delivery (an example being health professionals who may undertake health clearances for visa applicants)

Selection criteria:

1. Works effectively in a high-pressure environment by balancing competing demands and acting decisively while also managing quality of outcomes
2. Applies problem solving skills and/or judgment to resolve complex case or policy issues
3. Develops and maintains effective stakeholder relationships and is able to leverage those relationships for the benefit of a project, program or organisation
4. Applies initiative in proposing or implementing improvements in the workplace (e.g. a new more efficient work procedure or improving staff conditions)
5. Can manage and resolve difficult client or stakeholder situations
6. 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).

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 per each criteria.
 - b. Please base your responses on your previous work experience (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; and
- (4) Evidence of your Australian, Canadian, New Zealand, United Kingdom or the United States citizenship

Please forward applications no later than **COB 28 October 2020** to:

Job Vacancy – LED Visa Officer

Australian Embassy

PO Box 35201 – Amman 11180

E-mail (preferred): amman.applications@dfat.gov.au

Note:

- Incomplete or late applications will not be accepted. Any enquiries should be directed to the above email address.
- The Australian Government is an equal opportunity employer. We have a non-discriminatory work environment.
- Visa officers are typically employed as Locally Engaged - Level 4 officers. New staff are employed on 12 month contracts with a three-month probationary period.