

Position Description – Islamabad, March 2017

Agency	Department of Immigration and Border Protection (DIBP)
Position number	Multiple vacancies in the Immigration and Border Protection Section
Title	Visa Processing Officer (VPO)
Classification	LE3
Salary	PKR 79,669 per month
Section	Permanent Entry team, Temp Entry team,
Reports to (title)	Senior Migration Officer (SMO)

About the Department of Immigration and Border Protection (DIBP)

DIBP manages border security, migration, humanitarian and citizenship policy and programmes. DIBP makes decisions for people entering Australia, ensuring compliance with Australia's immigration laws.

About the Position

Under supervision, the VPO is responsible for assessing visa applications at the Australian High Commission in Pakistan.

The key responsibilities include:

- Applying relevant migration legislation, policies and procedures to provide accurate, timely, consistent and appropriate information to visa applicants
- Assessing visa applications and supporting documents in accordance with legislation and policy. Conduct interviews with visa applicants.
- Recording case notes to provide a clear and accurate history of actions taken and/or advice given and prepare correspondence
- Undertaking verification checks of information contained in applications. Based on these assessments and checks, make recommendations to senior staff to enable them to make high quality decisions
- Responding to client enquiries about visa requirements and providing clear status reports. Maintaining a strong focus on providing high quality client service
- Maintaining clear, accurate and comprehensive records of all actions taken in relation to visa applications
- Following escalation procedures to ensure that, when necessary, urgent cases are brought to the attention of Australian staff
- Providing support to combat visa fraud and general non-compliance with visa conditions
- Managing a case load of visa applications within targets and timeframes and to a high standard
- Maintaining data in the various information management systems
- Working as a team member and contributing to planning and improved work practices
- Undertake interpreting and translating services as required.

Qualifications/Experience

- Previous experience in lawful decision-making desirable
- Tertiary qualification desirable
- Fluent in both English and Urdu
- Fluent in Dari and Pashtun an advantage.

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Selection Criteria

- Well-developed written and oral communication skills in English and Urdu.
- Strong interpersonal skills and the ability to work collaboratively and co-operatively as a member of a small diverse team.
- Experience working successfully in a high pressure client service environment.
- Experience working with computer applications to research, analyse, record information and manage workloads.
- Experience interpreting and applying legislation to decisions.
- Demonstrate the highest levels of professionalism, integrity, honesty, accountability and ethical behaviour.

Advantage: Well-developed written and oral communication skills in Dari and/or Pashtun. Please provide details of your experience and work in these languages.

Submitting your Application

Please download and complete the recruitment package for the Visa Processing Officer position. Your completed application package must be emailed by midnight 05 April 2017 (Pakistan Standard Time) to Jobs.AHC-Islamabad@dfat.gov.au. Please specify the job title and your name in the e-mail subject line.

Late or incomplete applications will not be considered. You do not need to include a cover letter.

Only shortlisted applicants will be contacted for interview by the Australian High Commission, Islamabad. Successful applicants will be offered a two-year contract of employment that may be extended subject to agreement between the employer and employee. A probation period applies.