

## Visa Processing Officer

<b>AGENCY</b>	Department of Home Affairs
<b>POSITION NUMBER</b>	20035-37
<b>POSITION TITLE</b>	Locally Engaged Visa Processing Officer
<b>CLASSIFICATION</b>	LE3
<b>MONTHLY SALARY</b>	PKR 105,860.
<b>REPORTS TO (TITLE)</b>	LE4 Team Leader

### About the Department of Home Affairs

The Department of Home Affairs brings together Australia's federal law enforcement, national and transport security, criminal justice, emergency management, multicultural affairs, settlement services and immigration and border-related functions, working together to keep Australia safe.

Immigration Programs Division delivers the permanent migration and temporary visa programs to maximise the long-term economic and social benefits to Australia across the Skilled, Family and Resident Return visa programs, and through Temporary entry to support tourism, education, and international relations.

### About the position

Under general direction, the Locally Engaged Visa Processing Officer works to established policies and procedures to assess visa applications. Working as part of a team, the position is responsible for assessing visa applications and identifying integrity issues within applications.

### The key responsibilities of the position include, but are not limited to:

- Assess visa applications in accordance with Australian legislative and procedural frameworks. The Locally Engaged Visa Processing 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 Urdu/English is required.
- Communicate effectively to a range of stakeholders and clients, including but not limited to, responding to client enquiries, and requesting clients supply additional documentation. The Locally Engaged Visa Processing Officer 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 daily work.
- Meets weekly performance targets concerning the finalisation of cases.
- Apply excellent organisational skills to work efficiently and balance competing priorities. Beflexible and willing to adapt quickly to emerging priorities.
- Act professionally, ethically and with integrity at all times.

## Qualifications/Experience

- Excellent written and oral language skills in English and Urdu.
- An understanding of the Department's visa processing and integrity systems or a demonstrated ability to quickly learn new systems.
- The capacity to interpret and apply legislation and policy to support strong visa decisions.
- Demonstrated ability to develop strong working relationships at a working level and mentor and guide junior visa officers.
- Ability to set priorities and organise workloads to achieve outcomes and meet deadlines.
- Ability to apply problem solving skills and/or judgement to resolve complex cases, procedural or policy issues.
- Manages and resolves issues with a challenging client, staff member or other stakeholders.

## Selection Criteria

1: Well-developed written and oral communication skills in English and Urdu.

2: Strong interpersonal skills and the ability to work collaboratively and co-operatively as a member of a small diverse team.

3: Experience working successfully in a high-pressure client service environment.

4: Experience working with computer applications to research, analyse, record information, and manage workloads.

5: Experience interpreting and applying legislation to decisions.

6: Demonstrate the highest levels of professionalism, integrity, honesty, accountability, and ethical behaviour.

## Submitting your Application

Applications that do not specifically address the selection criteria will not be considered. Only shortlisted applicants will be contacted for interview by the Australian High Commission, Islamabad. Successful applicants will be offered a one year employment contract that may be extended subject to agreement between the employer and employee. A probation period applies.

Please e-mail applications to [jobs.AHC-islamabad@dfat.gov.au](mailto:jobs.AHC-islamabad@dfat.gov.au) by **midnight 16 August 2022**. Late applications will not be considered. Please specify the job title and applicant's name in the e-mail subject line.

## Careers

This position provides you with the opportunity to do the kind of work that adds up to something meaningful. The chance to challenge yourself and learn new skills. The prospect of working with a motivated, experienced and visionary team.

The Australian High Commission is committed to providing an inclusive and diverse workplace where all employees are valued. We appreciate the experiences, skills and perspectives of all individuals. We actively encourage applications from people from diverse backgrounds who share our values.