



AUSTRALIAN HIGH COMMISSION OTTAWA

Vacancy – Visa Officer

Agency	Department of Immigration and Border Protection (DIBP)
Title	Visa Officer
Position number	Multiple
Classification	LE3 (CAD \$44,088 - CAD \$48,014)
Status	Ongoing, Full-time
Closing date	Sunday, 13 August 2017 – 11:50p.m. EST

What we do

The DIBP office in Ottawa plays a critical role in achieving the department's broader strategic goals. Primary functions of the DIBP Ottawa office are:

- Processing Australian permanent migration, visitor and temporary residence visas for clients located in North, South and Central America, Bermuda and the Caribbean
- Processing Australian citizenship by descent applications for clients across the Americas
- Providing both pre and post lodgement information and assistance to clients across the Americas through the ASC

Who we are

We are a motivated and professional team with a wide variety of qualifications and backgrounds. We welcome people with private-sector experience. We value people with ideas, the ability to present them persuasively, and the drive and skill to see them adopted. We take pride in our reputation for acting with integrity and discretion.

What we are trying to achieve

The role of the Department of Immigration and Border Protection (DIBP) is to protect Australia's border and manage the movement of people and goods across it. DIBP contributes to achieving three principal government outcomes of strong national security, a strong economy; and a prosperous and cohesive society. Our diverse portfolio includes managing migration, humanitarian and citizenship policy and programmes and keeping Australia secure through border management and facilitating travellers and goods crossing the border.

The opportunity

Under general supervision within established policies, guidelines and procedures, the Visa Officer is responsible for providing expertise in assessing straightforward to moderately complex applications for visas into Australia and citizenship by descent.

Key responsibilities

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

- Apply an understanding of relevant migration legislation, policies and procedures to provide accurate, timely, consistent and appropriate information to visa applicants through client service channels
- Manage a case load of visa applications
- Analyse various sources of information and use judgement to determine authenticity of visa applications and of the documents submitted in support of the applications to make independent, lawful decisions, referring complex cases to a more senior level
- Record case notes to provide a clear and accurate history of actions taken and/or advice given and prepare correspondence
- Maintain and monitor data in the various information management systems
- Supervise and provide assistance to other team members, undertaking straightforward quality assurance tasks or activities
- Contribute to section planning and to improved work practices

Eligibility and other requirements

- Demonstrated high level communication and interpersonal skills
- Fluency in English
- Demonstrated ability to exercise sound judgement
- Demonstrated ability to prioritise workload and work under tight deadline
- Proven ability to work cooperatively within a small team
- Demonstrated proficiency in MS Office and ability to quickly grasp new technologies
- Tertiary qualification desirable

What we offer

- A diverse and inclusive workplace and attractive remuneration package
- Exciting and fulfilling work in a diplomatic mission
- The opportunity to work with strong, smart, visionary and experienced leaders who encourage and support you to develop your interests and expertise and achieve your ambitions

How to apply

Submit an application to recruitment.northamerica@dfat.gov.au by Sunday, 13 August 2017. As part of your application you will need to provide:

- A two page CV
- A completed [LES Application Form](#) (referees should be work-related and should include at least one current or recent supervisor)

Further information and guidelines on how to prepare a written application and prepare for an interview at the Australian High Commission is available on the High Commission's website:
<http://canada.highcommission.gov.au/otwa/vacancies.html>.

What should I include in my pitch?

Your 1-2 page pitch is a chance to tell us why you are the right person for the job. We want to know why you want to work at the Australian High Commission, why you are interested in the role, what you can offer us, and how your skills, knowledge, experience and qualifications are applicable to the role. In a nutshell – why should we hire you?

Try not to duplicate information that can already be found in your resume, but do highlight any specific examples or achievements that will demonstrate your ability to perform the role.

Who to contact

For role specific information or application questions, please either:

E-mail: recruitment.northamerica@dfat.gov.au

Phone: +1 613 236 0841

Things to note

Locally Engaged Staff (LES) are expected to adhere to the LES Code of Conduct and employment principles in terms of performance and standards of behaviour.

Diversity

We are committed to building a diverse workforce and to fostering a positive workplace where people treat each other and the community with respect. Our recruitment decisions are made on the basis of merit and we do not discriminate on the basis of race, colour, sex, sexual orientation, gender identity or intersex status, age, physical or mental disability, marital status, family responsibilities, pregnancy, religion, political opinion, national extraction or social origin. Our employees enjoy equity and fairness in the workplace, opportunities for professional development, and support to balance their work and private lives.