



AUSTRALIAN HIGH COMMISSION OTTAWA

Vacancy – Visa Processing Officer

Agency	Department of Home Affairs
Title	Visa Processing Officer
Classification	LE3 (CAD \$44,088 - \$48,014 Annual Salary)
Position Number	OTIMMI026
Status	Ongoing, Full-time
Closing date	Thursday, 12 July 2018 at 11:59PM

What we do

The role of the Department of Home Affairs includes protecting Australia's border and managing the movement of people and goods across it. This contributes to achieving three principal government outcomes of strong national security, a strong economy, and a prosperous and cohesive society. The Home Affairs office in Ottawa plays a critical role in achieving the department's broader strategic goals and is responsible for

- 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

The opportunity

Under the direct supervision of the Senior Migration Officer the Visa Officer is responsible for providing expertise in assessing straightforward to moderately complex applications for visas into Australia and citizenship by decent, within established legislation, policies, guidelines and procedures.

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 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 supporting documents to make decisions and refer complex cases to a more senior level
- Record case notes to provide a history of actions taken and/or advice given and prepare correspondence
- Maintain and monitor data in the various information management systems
- Provide assistance to other team members and undertake quality assurance tasks
- Contribute to section planning and improved work practices

Eligibility and other requirements

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

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 Thursday, 12 July 2018. 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.embassy.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 email,

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

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.

The successful candidate will be required to complete a probity check prior to engagement.

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.