



**Australian High Commission
Fiji**

Candidate Information Pack

Visa Processing Officer, LE3 and LE4

Applications Close: 4.00pm, Monday 3 October 2022

Email applications to:

ahcsuvavacancy@dfat.gov.au

ADVERTISEMENT

The Australian High Commission is seeking suitable applicants to fill the following positions in the Department of Home Affairs.

Visa Processing Officer, LE3 (up to 12 months' contract; several expected positions)

Under direction, and within established procedures, legislation and policies, a Visa Processing Officer undertakes a range of duties including assessment and processing of straightforward visa applications, as well as procedural, clerical and administrative tasks.

The suitable candidate must have sound experience and knowledge in assessing applications and in applying legislation and policy, and will have tertiary qualifications. The person must have experience working in a high volume, highly focussed client service environment, and be able to manage competing priorities.

The successful candidate will possess very good oral and written English skills; good analytical skills; experience in the use of computing systems; and ability to work in a team environment. The person will also be expected to have a high level of integrity and ability to achieve results and meet deadlines.

Senior Visa Processing Officers, LE4 (up to 12 months' contract; several expected positions)

The Senior Visa Processing Officer is responsible for undertaking visa application assessments of varying degrees of complexity and reviewing the work of less experienced staff.

The suitable candidate must have extensive and in-depth knowledge and experience in assessing moderately complex applications and in applying legislation and policy, and will have tertiary qualifications. The person must have significant experience working in a high volume, highly focussed client service environment, and be adept at managing competing priorities.

The successful candidate will possess excellent oral and written English skills; well-developed analytical skills; experience in the use of computing systems; and ability to lead a team and work in a team

environment. The candidate will also be expected to have a high level of integrity and ability to achieve results and meet deadlines.

The Application Forms and the Candidate Packs including the Position Descriptions are available at www.fiji.embassy.gov.au Applications including a “Pitch” (enter this into the Application Form) and a resume, must be submitted by **4.00pm** on **Monday, 3 October 2022**, to ahcsuvavacancy@dfat.gov.au.

For further enquiries please, call 338 2211.

Late applications and applications that do not include the required “Pitch” will not be considered.

Please Note: Applicants must be eligible to work in Fiji by virtue of citizenship or relevant work permit.

Applying for a Job with an Australian Embassy, High Commission or Other Post

In general, selection decisions for jobs and promotions within Australian embassies, high commissions or other posts are based on three elements: a written application, referee report/s and an interview.

The following guidelines aim to assist candidates prepare a written application, prepare for an interview and to prepare their referees to provide a comprehensive and supportive referee report.

1. Written Application

Your submission must include the completed Application form (including the Pitch) and a brief resume.

Advertisement

All advertised positions have a corresponding advertisement setting out in brief the responsibilities and tasks required in the job. The advertisement also sets out the experience, skills, and personal qualities a person needs to perform the role effectively.

Position Description

All advertised positions have a corresponding position description setting out the key responsibilities of the position and providing an outline of the experience and qualifications a person needs to perform the role effectively.

Resume

Your resume should be brief (**no more than 2 pages**) and include your current position, previous positions (working backwards), academic qualifications, languages, and other relevant information– including publications and awards. Please include brief information about each of the previous positions you have held.

Pitch

Your Pitch (**400 to 800 words only**) is a chance to tell the Selection Panel why you are the right person for the job. You need to demonstrate that you have the required knowledge, skills and experience for the position. You should include major achievements that are relevant to the position. Remember to review the position description when writing your pitch. Ensure that you use recent examples to demonstrate how you meet the selection criteria, and be careful to avoid making general statements.

The selection criteria for the LE3 position are:

- experience with assessing information and making decisions based on legislation
- experience working in a high volume, highly focussed client service environment
- experience in achieving results and meeting deadlines
- have Tertiary qualifications (*defined as post-secondary education which results in the awarding of a certificate, diploma, or academic degree*), and
- have experience in the use of computing systems including the Microsoft Office suite of applications and information management systems.

The selection criteria for the LE4 position are:

- knowledge of immigration policies, procedures and guidelines
- experience in lawful decision-making requiring research and analysis
- significant experience working in a high volume, highly focussed client service environment
- experience in achieving results and meeting deadlines
- ability to lead a team and work in a team environment
- excellent oral and written English communication skills
- have Tertiary qualifications (*defined as post-secondary education which results in the awarding of a certificate, diploma, or academic degree*), and

- have experience in the use of computing systems including the Microsoft Office suite of applications and information management systems.

Please note that your application will not be considered if the Pitch is not completed or is outside the word limit.

Treat your application like a formal document

Ensure grammar and spelling are correct, and that you have used the correct punctuation where appropriate. **We strongly recommend you write your Pitch in an application such as Microsoft Word and then copy and paste it into your application form when completed.** This should prevent the loss of your work and spelling errors.

2. Referee Reports

You will be required to supply contact details of two referees that the Selection Panel may contact; this should be your current supervisor and a recent past supervisor. The Selection Panel may decide to contact a referee – either before or after interview. The Panel may contact you in cases where you have advised the Selection Panel not to at this stage. The Selection Panel may seek comments from others who know your work but you have not listed them as a nominated referee. If this is the case the Selection Panel may contact you beforehand. Not all candidates will have a referee check conducted; this will be at the discretion of the Selection Panel.

If you are currently working within the Australian High Commission, Suva, it is your responsibility to advise your referees that they may be contacted by a member of the Selection Panel. If you work in private employment, the Selection Panel or a representative of the Selection Panel may call you to discuss contacting referees.

Referees' comments should be framed around the position description. The Selection Panel will seek evidence-based evaluations of your performance against the position description. We

recommend that you discuss your claims with your referees to ensure that you are aware of the comments they may make in discussions with the selection panel. If an adverse comment is made that will have a significant bearing on an application, the Selection Panel will give the applicant concerned the opportunity to respond to the adverse comment(s).

3. Interview

Many people are nervous about interviews. Solid preparation is the key to a successful interview.

On the basis of the position description, you may be asked a range of questions to demonstrate your skills and abilities. These could include behavioural-based questions and hypothetical scenario questions.

The following interview tips might be helpful:

- Know your own story:
 - ✓ your key selling points;
 - ✓ examples of achievements relevant to the position description and
 - ✓ what you might have done differently with the benefit of hindsight
- Know the role and its broader context:
 - ✓ be familiar with the position description;
 - ✓ understand the work level standards required;
 - ✓ understand the broader context: the mission's and Department's priorities and how the job you are applying for fits into this picture; and
 - ✓ be aware of current affairs
- Practice aloud to get comfortable with the wording of examples you might use, but don't learn responses by rote – you don't know what the questions are yet!
- You may be given a copy of the questions a few minutes before interview. Be ready to jot down some notes
- Dress appropriately for the interview and check your appearance in the mirror. You should feel comfortable and confident with your appearance

- Questions tend to be broad, open, behaviour-based questions to allow you to convince the interviewer of your suitability for the job/promotion
- Present clearly and confidently
- Questions need to be answered as if you were already at the level
- Manage your time. If you have a 20 minute interview, you can't afford to spend 15 minutes on your first answer
- You may be asked if there is anything you want to add – be ready
- Remember the 6 P rule:
 - ✓ Proper Prior Preparation Prevents Poor Performance.

Note:

- The position you are applying for is not an Australian Public Service position. It is an expected contracted position of up to 12 months.
- Working for the Australian High Commission requires the highest standards of conduct. Exemplary ethical conduct on the part of employees contributes significantly to the standing of the Australian High Commission and the overall effectiveness of its work. Employees are required to comply with the LES Code of Conduct.
- This is a locally engaged position subject to Fiji labour laws. All costs and arrangements for a work permit (if required, to be eligible to work in Fiji) are the responsibility of the applicant.

About the Australian High Commission in Suva

The Australian High Commission is located at 37 Princes Road, Tamavua, Suva.

Australia has had diplomatic representation in Fiji since 1964.

The Australian High Commissioner to the Republic of the Fiji Islands is the official representative of the Australian Government in Fiji. The High

Commissioner is also Australia's Permanent Representative to the Pacific Islands Forum Secretariat.

The following Australian Government departments are represented at the High Commission:

- Department of Foreign Affairs and Trade (DFAT)
- Australian Trade Commission (Austrade)
- Australian Federal Police (AFP)
- Australian Defence Force (ADF)
- Department of Home Affairs (DHA)
- Australian Centre for International Agricultural Research (ACIAR)

Additional information pertaining to the Australian High Commission can be obtained from our website www.fiji.embassy.gov.au

Position Description – LE3

Agency	Department of Home Affairs
Position Number	Various
Title	Visa Processing Officer
Classification	LE3
Section	Home Affairs
Reports to (title)	Home Affairs Program Manager

About the Department of Home Affairs

Home Affairs manages a diverse portfolio responsible for protecting Australia’s border. This includes managing migration, humanitarian and citizenship policy and programmes, as well as matters relating to trade and the movement of goods across the border. It works to keep Australia secure through border management and facilitates travellers to enter Australia on a temporary or permanent basis. Home Affairs strives to make fair and reasonable decisions for people entering Australia, ensuring compliance with Australia’s immigration laws and integrity in decision-making.

About the position

Under direction, and within established procedures, legislation and policies, Visa Processing Officers undertake a range of duties including visa processing as well as administrative tasks. They may conduct integrity verification checks, analysis and assist with the preparation of reporting.

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

- Manage a caseload of Temporary Entry visa applications, adhering to agreed assessment targets and timeframes, and to the Quality Assurance framework and benchmarks

- Provide accurate, timely, consistent and appropriate information to visa applicants through client service channels
- Analyse various sources of information to determine the authenticity of visa applications and of the documents submitted in support of the applications to make independent, lawful decisions, referring complex cases to staff a more senior level
- Prepare written documentation for visa applicants, including the preparation of visa decision records and correspondence.
- Record accurate case notes in departmental systems to provide a clear and accurate history of actions
- Maintain and monitor data in the various information management systems
- Provide assistance to other team members
- Liaise with a range of stakeholders on various administrative and operational matters
- Contribute to section planning and to the development of improved work practices

Qualifications/Experience

- Tertiary qualifications
- Experience with assessing information and making decisions based on legislation
- Experience working with the Microsoft Office suite of applications and information management systems

Position Description – LE4

Agency	Department of Home Affairs
Position number	Various
Title	Senior Visa Processing Officer
Classification	LE4
Section	Home Affairs
Reports to	Home Affairs Program Manager

About the Department of Home Affairs

Home Affairs manages a diverse portfolio responsible for protecting Australia’s border. This includes managing migration, humanitarian and citizenship policy and programmes, as well as matters relating to trade and the movement of goods across the border. It works to keep Australia secure through border management and facilitates travellers to enter Australia on a temporary or permanent basis. Home Affairs strives to make fair and reasonable decisions for people entering Australia, ensuring compliance with Australia’s immigration laws and integrity in decision-making.

About the position

Under general direction and within established procedures, legislation and policies, the Senior Visa Processing Officer is responsible for undertaking visa application assessments of varying degrees of complexity and reviewing the work of less experienced staff.

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

- Assess and make fair, reasonable and lawful decisions on a case load of applications of varying degrees of complexity within the prescribed legislative framework and client service standards

- Undertake thorough assessments and integrity checks in relation to more complex visa applications, which may involve conducting client interviews
- Conduct research and interpret policies and provide sound advice to senior level decision makers on more complex cases as required
- Prepare written documentation for visa applicants, including visa decision records and correspondence.
- Record accurate case notes in departmental systems to provide a clear and accurate history of actions
- Maintain and monitor data in the various information management systems and analyse trends to maintain integrity in Australia's visa programmes
- Provide assistance to the Team Leader with coordinating the work flow of a small team and providing assistance to other team members including undertaking quality assurance tasks or activities
- Liaise effectively with a range of stakeholders, including staff at other diplomatic missions and government authorities as well as compliance staff at other posts
- Contribute to section work plans and operational objectives, supporting the management of resources as required and initiating work practice improvements as necessary

Qualifications/Experience

- Tertiary qualifications
- Knowledge of immigration policies, procedures, and guidelines
- Experience in lawful decision-making requiring research and analysis
- Experience working with the Microsoft Office suite of applications and information management systems
- Excellent oral and written English communication skills