



## AUSTRALIAN HIGH COMMISSION – MALAYSIA

### Visa Officer (Department of Home Affairs)

The Australian High Commission in Malaysia invites applications for the positions of Visa Officers within the Department of Home Affairs. Positions are to commence as soon as possible.

The Department of Home Affairs ([www.homeaffairs.gov.au](http://www.homeaffairs.gov.au)) is a central policy agency, providing coordinated strategy and policy leadership for Australia's national and transport security, federal law enforcement, criminal justice, cyber security, border, immigration, multicultural affairs, emergency management and trade related functions. As well as developing and implementing policies and programs to protect Australia's border, the Department manages the movement of people through Australia's visa and citizenship programs.

The Department works closely with the Department of Foreign Affairs and Trade (DFAT) and other Australian government agencies in the Australian High Commission in Malaysia as part of a whole of government approach to advance Australia's global, regional and bilateral interests.

The Australian High Commission in Malaysia currently offers an attractive conditions package that includes recreation/medical leave and medical benefits. The terms of employment will be in accordance with the High Commission's Conditions of Employment for locally engaged staff in Kuala Lumpur. Employment may be offered on an on-going or fixed-term contract basis at a Level 3 Locally Engaged Staff position (LE3) with an annual salary of RM47,340 – RM51,228 (annual 12 months). Continued employment is subject to successful completion of a 6 month probation period.

An Order of Merit will be established to fill ongoing positions within the Department as required. The Order of Merit will also be used to fill positions on a fixed-term contract basis.

The Australian High Commission in Malaysia will not be responsible for any costs in relation to relocation, accommodation arrangements nor the return of the officer to their home town.

### Job Description

The position is a Locally Engaged position within the Australian High Commission. Working within a small team and under the direction of the Team Leader and Australian-based officers, visa officers are responsible for assessing and deciding visa and citizenships applications.

Visa officers are also responsible for effectively communicating with clients on a daily basis, identifying matters for escalation to management and handling sensitive information appropriately.

## Tasks and Functions

- Manage, assess and decide visa and citizenship applications and refer complex matters to managers for assistance.
- Interview clients and make requests for more information via face-to-face contact, email or phone.
- Exercise initiative in applying legislation including maintaining knowledge of relevant legislation, regulations, policy and procedural advice.
- Under close direction, liaise with external stakeholders and undertake representation activities.
- Handle accountable documents, client information, and personal identifiers with high levels of integrity, confidentiality and privacy.

## Selection Criteria

- Proven ability to work within a team and achieve team-based outcomes.
- Ability to work in a client focussed environment and effectively communicating with clients and stakeholders, displaying integrity and excellent client service.
- High level of written and oral proficiency in English. An ability to write and speak Malay is desirable but not essential.
- Ability to manage competing priorities on a day-to-day basis while maintaining a strong attention to detail.
- Strong commitment to identifying conflicts of interests and handling large amounts of personal information appropriately.

### **Equal Employment Opportunities**

The High Commission recruitment decisions are made on the basis of merit and we do not discriminate on the grounds of gender, age, race, ethnicity, sexual preference, religion or disability. Our employees enjoy equity and fairness in the workplace, opportunities for professional development, and support to balance their work and private lives.

## VISA INFORMATION

To work at the Australian High Commission, non-Malaysian nationals must hold a work permit/visa. Successful candidates are required to make their own visa arrangements to work legally at the High Commission. The High Commission will provide a supporting letter to facilitate the visa arrangement but will not otherwise be involved in the process of obtaining a work permit/visa. Successful candidates are responsible for their travel and accommodation arrangements.

## PREPARING YOUR APPLICATION

**Your application should include:**

1. **Employment & Qualification Background** - Complete Attachment A

The form is attached for completion.

2. **Statement of Claim against the Selection Criteria** - Complete Attachment B

In this statement, which should not exceed two (2) pages not less than point 11, you will describe in your own words, why you believe that you are a suitable candidate for the advertised position and how you meet each individual selection criteria.

**Statements of claim that do not address all of the selection criteria will not be taken into consideration.**

*The Statement of Claim is the centre piece of your application and should be presented in a concise and focussed manner, with reference to appropriate examples. In preparing your statement of claims, you **must** address each selection criteria and should highlight relevant experience and training. You should include examples of work you have done and demonstrate how your contribution resulted in a positive outcome for your employer. Your statement of claims should be written in English.*

3. **Provide contacts for two referees** - Complete Attachment C

You need to provide contacts for two referees who are familiar with your professional as well as personal skills and competence. In most cases referees are not contacted unless you are shortlisted for the position, however we may contact referees before interviews if required.

4. **Optional Equity and Diversity Data Sheet** - Attachment D

The form is attached.

The Equity and Diversity data sheet is not compulsory, however, it helps us to ensure we are targeting a diverse range of potential employees and it enables applicants to bring to our attention any specific needs they might have – for example highlighting any disabilities which may need to be taken into consideration at the interview.

Your completed application package must be emailed by **6:00pm, 15 April 2018** (Kuala Lumpur time) to [ahcklrecruit@dfat.gov.au](mailto:ahcklrecruit@dfat.gov.au)

**Late or incomplete applications will not be taken into consideration.**

**We thank all applicants for their interest; however only those selected for an interview will be contacted. The Australian High Commission in Kuala Lumpur is committed to protecting the privacy of your personal information. Information provided will be used for recruitment and employment purposes only.**

**ATTACHMENT A      Employment & Qualification Background**

**1. Personal Particulars**

	Surname	Given Name(s)
<p><b>Contact Details – address, telephone contact details, email address</b></p>		

**2. Current Employment**

Month/Year Commenced	Employer	Position

**3. Previous Positions Held (including movement within an organisation)**

Month/Year Commenced	Month/Year Finished	Employer	Position	Level

**4. Academic Qualifications**

Year Received	Qualification	Institution

**5. Languages**

	Proficiency Level

**6. Other** e.g. Awards, Academic Appointments, Publications, Professional Associations, etc

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Please provide the names and details of two referees whom the High Commission can contact if you are short listed for the interview.

**Referee 1**

Full name of Referee:	Relation to Applicant (employer/supervisor):
Occupation (Position and company):	Phone:
Email:	

**Referee 2**

Full name of Referee:	Relation to Applicant (employer/supervisor):
Occupation (Position and company):	Phone:
Email:	

The Australian High Commission is committed to providing a fair, flexible, safe and rewarding workplace and actively encourages a working environment that is free from harassment and discrimination. The High Commission recognises diversity and the benefits associated with building a workforce that reflects this diversity.

Measures are taken to eliminate employment-related disadvantages on the basis of gender, race or ethnicity, or physical or intellectual disability. To ensure these measures are effective, statistical information about the employment of people in these groups is required. You are not obliged to complete this form, however, by doing so you will help ensure the data collected reveals an accurate reflection of the diversity of our workforce.

**Gender:** M F

**Are you an Australian citizen:** Yes No

**Were you born in Australia:** Yes No

**If you are not an Australian, what is your nationality? .....**

**Is English your first language:** Yes No

**Do you have a disability?** Yes No

**(Note: Please indicate below any special requirements you may have at interview.)**

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*NOTE: In accordance with the Commonwealth Privacy Act, these details will not be disclosed to other agencies, persons or organisations. Composite statistical data will be used for reporting purposes only.*