



AUSTRALIAN HIGH COMMISSION – KUALA LUMPUR

Senior Visa Processing Officer – Refugee & Humanitarian Program (Expatriate)

Fixed term – Part time / Full time

Department of Home Affairs

The Australian High Commission invites applications for the position of Senior Visa Processing Officer, Refugee and Humanitarian Program in the Department of Home Affairs ('Home Affairs'). The position is only open to expatriates who must already hold or are able to obtain an Australian security clearance, and who currently have the right to live and legally work in Malaysia. The position is to commence as soon as possible.

The terms of employment will be in accordance with the Kuala Lumpur Based Terms and Conditions of Employment, including salary and other benefits. The *Fair Work Act of Australia 2009* will not apply to the employment of the successful candidate. The successful applicant's employment will be regulated by the laws of Malaysia.

The Australian High Commission offers a competitive conditions package that includes recreation/medical leave, medical benefits and superannuation contribution or Local Provident Fund. The terms of employment will be in accordance with the High Commission's Conditions of Employment for locally engaged staff in Kuala Lumpur (excluding clause 4.4 *Bonus Payment*). Employment will be offered on a one year fixed-term basis with the possibility of a one year renewal, at the LE4 level with an **annual salary package of MYR 81,048 to MYR 87,732** (full-time or prorated for part-time employment). An additional salary loading/component may be payable depending on the skills and experience of the successful candidate which will be assessed on an individual basis. Continued employment is subject to successful completion of a 6-month probation period.

The Australian High Commission in Kuala Lumpur will not be responsible for any costs incurred in relation to relocation costs, accommodation arrangements nor the return of the officer to their country of origin at the end of the contract. A medical examination, referee and probity checks, including the successful candidate's evidence of entitlement to work in Malaysia will be required prior to commencing duty with the High Commission. Australian Citizen applicants should make themselves aware of Australian taxation arrangements for Australian citizens working overseas.

Job Description

The Department of Home Affairs (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 as part of a whole of government approach to advance Australia's global, regional and bilateral interests.

The position is a Locally Engaged Staff Designated Security Assessed position (DSAP) within the High Commission. Training for this specific role will be provided on the job.

Tasks and Functions

Under general direction, the Senior Visa Processing Officer - Refugee and Humanitarian Program assists the Principal Migration Officer (PMO) and Senior Migration Officer (SMO) in delivering the refugee and humanitarian program in Malaysia, managing key stakeholder relationships and funded capacity building projects.

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

- Deliver and coordinate Australia's refugee and humanitarian program in Malaysia against Government-mandated targets.
- Undertake complex visa related casework (assess and investigate), applying the relevant legislation and policy to make lawful and fair decisions in accordance with the relevant guidelines and regulations.
- Apply an understanding of relevant legislation, policies and procedures to process visa applications, within service standards in a pressured environment, escalating sensitive and more complex cases as necessary.
- Develop, maintain and strengthen relationships with internal and external stakeholders including with UN Refugee Agency, International Organization for Migration, organisations providing services to refugees and asylum seekers, local authorities and visa delivery teams to achieve departmental business objectives.
- Undertake thorough investigations and integrity checks in relation to moderately complex visa applications, including potential client interviews and site visits in accordance with departmental policy, record case notes and prepare correspondence and decisions.
- Research, analyse and interpret policies to manage discrepancies and provide sound advice to decision makers on more complex cases as required.
- Manage, maintain and monitor data in the various information management systems and analyse trends to improve the detection of visa fraud and to minimise visa non-compliance.
- Maintain and apply knowledge of risk profiles and indicators when assessing visa caseloads.
- Contribute to section work plans and operational objectives, supporting the management of resources as required and initiating work practice improvements as necessary

Qualifications/Experience

- Qualification in a relevant field is desirable but not mandatory.
- Previous experience in a relevant field is desirable but not mandatory.
- Ability to manage a challenging or complex project or caseload with a high level of resilience to ensure that deadlines are met and outcomes achieved
- Ability to work with or coordinate the activities of a team to achieve a specific goal or target
- Excellent communication skills and the ability to build relationships with stakeholders and provide complex information to diverse stakeholders
- Interviewing and visa decision making experience or other relevant experience or relevant skills that could be easily transferrable
- Sound information technology skills and the ability to use Microsoft Office and databases

Security designated position

- Employment is subject to the applicant obtaining an Australian security clearance to Baseline level.
- Only Australian citizens and some UK, NZ, US, and Canadian citizens are able to obtain an Australian security clearance, however, security clearance approval cannot be guaranteed. Malaysian nationals will not be eligible to obtain an Australian security clearance and therefore cannot be considered for this position.

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, it is a requirement to hold a valid Malaysian work permit/visa.

PREPARING YOUR APPLICATION

Your application should include:

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

The form is attached for completion.

2. **Curriculum Vitae (CV)** outlining personal details, relevant work experience, educational qualifications and skills (minimum two pages);

3. **A One (1) to Two (2) Page Pitch** of no more than 1000 words outlining how your skills, experience and qualifications makes you the best person for the job. Your statement should address how you have the skills and knowledge relevant to the position's responsibilities with reference to relevant qualifications and experience.

4. **Provide contacts for two referees** - Complete Attachment B

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.

5. **Optional Equity and Diversity Data Sheet** - Attachment C

Your completed application package must be emailed by 6:00pm, 9 February 2024 (Kuala Lumpur time) to 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.

1. Personal Particulars

	Surname	Given Name(s)
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Contact Details – address, telephone contact details, email address

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 hold an Australian Security Clearance Currently? Yes No

Do you have a disability? Yes No

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

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.