

**AUSTRALIAN HIGH COMMISSION**

**KUALA LUMPUR**

**Senior Visa Officer**

(Fixed-Term Contract)

The Australian High Commission invites applications for the position of Senior Visa Officer within the Department of Home Affairs. This position is expected to commence as soon as possible.

The Department of Home Affairs 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.

Immigration Programs Division delivers the permanent migration and temporary visa programs to maximise the long-term economic and social benefits to Australia across the Skilled, Family and Resident Return visa programs, and through Temporary entry to support tourism, education and international relations.

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 Australian High Commission currently offers an attractive conditions package for this position that includes recreation/medical leave, medical benefits and bonus. Employment will be offered on a contract basis for an initial one (1) year period with the possibility of renewal, at a Level 4 locally engaged staff position (LE4) with a monthly salary of RM6,891. Continued employment is subject to successful completion of a three (3) to six (6) months’ probation period.

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

**Job Description**

The position is a locally engaged position within the Australian High Commission.

With general direction, the Senior Visa Officer works to established policies and procedures to analyse visa and citizenship caseloads in line with integrity unit responsibilities. This role will also be responsible when required for assessing and making decisions on visa applications. Working as part of a team, the position is responsible for managing the identification and reporting of risk and integrity issues within a broad range of visa caseloads.

**Tasks and Functions**

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

* Provide support to the offshore integrity team’s senior officer and visa program decision makers to promote knowledge of caseload integrity priorities and practices.
* Provide a high level of support to Home Affairs Australian-based staff including promoting a good understanding of Australian government and community expectations within the office.
* Develop and maintain relationships with local authorities and key stakeholders.
* Undertake targeted integrity assurance tasks and analyse information to identify common characteristics or trends within caseloads.
* Identify and escalate risk-based caseload trends to assist visa decision makers in the identification of future risks.
* Update systems, with accurate data entry that allows visa program decision makers to manage their caseloads with the appropriate level of risk.
* Support the development and review of risk alerts, profiles and models for visa caseloads.
* Contribute to the preparation and dissemination of fraud profiles, integrity alerts and trend analysis.
* Foster and maintain strong working relationships with the visa delivery teams.
* Assist with managing the delivery of visa referrals from the global visa delivery network.
* Undertake field visit trips, preparing associated reports and analysis as required.
* Prepare and undertake interviews, including recording notes and developing recommendations.
* Conduct sensitive client interviews, including translation and interpretation services as required.
* Provide training for visa processing teams as required.
* Work collaboratively with visa program delivery teams to implement priorities of the Integrity team.

**Selection Criteria**

* Excellent written and oral language skills in English and Bahasa as well as the ability to interpret and translate between these languages.
* Well-developed analytical skills, including an ability to undertake the identification and analysis of data.
* Experience in the use of Microsoft Excel to analyse and interrogate data would be an advantage.
* An understanding of the Department’s visa processing and integrity systems or a demonstrated ability to quickly learn new systems.
* The capacity to interpret and apply legislation and policy to support strong integrity processes.
* Demonstrated ability to develop strong working relationships at a working level and mentor and guide junior integrity officers.
* Ability to set priorities and organise workloads to achieve outcomes and meet deadlines.
* High degree of personal drive and integrity and the ability to work flexibly and adapt to changing requirements.

**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.

**PREPARING YOUR APPLICATION**

**Your application should include:**

1. Employment & Qualification Background - Complete Attachment A

The form is attached for completion.

1. **Curriculum Vitae (CV)** outlining personal details, relevant work experience, educational qualifications and skills (minimum two pages).
2. **A One (1) to Two (2) Page Pitch** of no more than 1000 words addressing the selection criteria above. Your statement should address how you have the skills and knowledge relevant to the position’s responsibilities, with reference to your relevant qualifications and experience.
3. 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. The first referee listed should be your current supervisor. In most cases referees are not contacted unless you are shortlisted for the position, however if we have a tight timeframe we may contact referees before interviews.

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

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 venue.

**Your completed application package must be emailed by 5:00pm, 10 February 2025 (Kuala Lumpur time) to** ahcklrecruit@dfat.gov.au

**Late or incomplete applications that do not address the selection criteria 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 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**

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| --- | --- | --- |
| Title | **Surname** | **Given Name(s)** |
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| **Contact Details – address, telephone contact details, email address** |

**2. Current Employment**

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| --- | --- | --- |
| **Month/Year****Commenced** | **Employer** | **Position** |
|       |       |       |
| Brief Description of your duties |
|       |

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

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Month/Year****Commenced** | **Month/Year****Finished** | **Employer** | **Position** | **Level** |
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**4. Academic Qualifications**

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| --- | --- | --- |
| **Year Received** | **Qualification** | **Institution** |
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**5. Languages**

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| Language | **Proficiency Level** |
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**6. Other** e.g. Awards, Academic Appointments, Publications, Professional Associations, etc

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**ATTACHMENT B Referee contacts**

**ACHMENT B** **Referee contacts**

Please provide the names and details of two referees whom the High Commission can contact if you are short listed for the interview. The first referee should be your current supervisor.

**Referee 1**

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

**Referee 2**

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

**ATTACHMENT C Equity and Diversity Data Sheet**

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.*