



**Australian High Commission
Fiji**

Candidate Information Pack

Visa Processing Officer, LE3

Applications Close: 4.00pm, Monday 22 May 2023

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 (several positions)

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

The ideal candidates have sound experience and knowledge in assessing applications and in applying legislation and policy, and have successfully completed Year 13 or Foundation at minimum (Bachelor's degree preferred). They have experience working in a high volume client service environment, and be able to manage competing priorities.

The successful candidates 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. They will also be expected to have a high level of integrity and ability to achieve results and meet deadlines, demonstrate flexibility and an ability to produce high quality work output in a context of competing priorities and strict timeframes.

Specific duties/responsibilities:

- Conducting assessments and making decisions under relevant legislation and policy
- Identifying and assessing potential fraud and other integrity concerns
- Communicating with clients and their representatives
- Recording all actions in departmental systems
- Meeting required performance targets
- Participating in quality reviews of decisions
- Actively engage in their own and the team's skill development
- Planning and achieving work goals independently, and as a part of a busy and high pressured team

How to apply

As part of your application, you will need to provide:

- Your resume, including details of two referees
- Your Applicant Response document (a maximum of 1200 words), to be entered into the Application Form

Applications must be submitted by **4.00pm** on **Monday 22 May 2023**, to ahcsuvavacancy@dfat.gov.au.

Late applications and applications that do not provide all required information (including an Applicant response document) will not be considered.

Eligibility

To be eligible to work for the Australian High Commission, you must be eligible to work in Fiji by virtue of citizenship or relevant work permit. You must also pass character and police checks.

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 staff 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 Applicant Response document) and a brief resume.

Advertisement

All advertised positions have a corresponding advertisement setting out 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 3 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.

Applicant Response document

Your Applicant Response document (limited to 1200 words) is a chance to tell the Selection Advisory Committee (SAC) why you are the right person for the job. This is your first opportunity to demonstrate your claims against the position description and advertisement.

Read the position description and advertisement carefully! Your Applicant Response document is your opportunity to advise the selection panel of your workplace achievements as they relate to the position description and advertisement. You need to demonstrate in the that you have the required knowledge, skills and experience. Do not make assertions about skills or experience. Use recent examples as much as possible.

When writing your Applicant Response document the Selection Committee want to know:

- why you want to work at the AHC,
- how your skills, knowledge, experience and qualifications are applicable to the role.

In a nutshell your Applicant Response document should answer the question why should DFAT hire you?

Please note that your application will not be considered if the Applicant Response document is not completed.

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 Applicant Response 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 SAC may contact; this should be your current supervisor and a recent past supervisor. The committee may seek comments from others who know your work, but you have not listed as a nominated referee. If this is the case the SAC may contact you beforehand. Not all candidates will have a referee check conducted – this will be at the discretion of the SAC.

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 SAC. If you work in private employment, the SAC may call you to discuss contacting referees.

Referees' comments should be framed around the position description. The SAC 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 SAC. If an adverse comment is made that will have a significant bearing on an application, the SAC will give the applicant concerned the opportunity to respond to the adverse comment(s).

3. Interview

If you are shortlisted, you will be invited to attend an 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.

- Working for the Department requires the highest standards of conduct. Exemplary ethical conduct on the part of the Department's employees contributes significantly to the standing of the department in Australia and overseas 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 which includes managing migration, humanitarian and citizenship policy and programmes, national security, 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 or Permanent 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 a more senior level
- Prepare written documentation for visa applicants, including the preparation of visa decision records and case notes to provide a clear and accurate history of actions taken and advice given
- 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

- Year 13 or Foundation at minimum (Tertiary qualifications preferred)
- Experience with assessing information and making decisions based on legislation
- Experience working with the Microsoft Office suite of applications and information management systems