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| **Agency** | The Department of Home Affairs |
| **Location** | Australian Embassy, Beijing |
| **Position Number** | BJ8-015 |
| **Position Title** | Visa Processing Officer |
| **Classification** | LE3 |
| **Section** | Beijing Visa Processing |
| **Reports to (title)** | Team Leader |
| **Status** | Ongoing, Full-time |
| **Gross Annual Salary** | RMB 140,012.40 (plus loading if applicable) |

**About the Australian Department of Home Affairs**

The Department of Home Affairs is a central policy agency, providing coordinated strategy and policy leadership for Australia's national and transport security, 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.

**About the position**

Under the direction and supervision of the Team Leader, the Visa Processing Officer is responsible for the assessment and/or finalisation of visa applications. Visa Processing Officers undertake these duties while also completing appropriate verification activities to ensure the integrity of the migration program. The Visa Processing Officer is responsible for providing excellent client service while making fair and lawful decisions on visa applications to varying degrees of complexity.

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

* Undertake visa related casework (assess, investigate, finalise) for temporary entry to Australia to make lawful and fair decisions in accordance with the relevant guidelines and regulations.
* Apply and interpret relevant legislation, policies, and procedures to process visa applications, within productivity targets in a pressured environment, escalating sensitive and complex cases to senior staff.
* Investigate the integrity of documents and other information in connection with visa applications and escalate instances of possible fraud.
* Develop and maintain relationships with internal and external stakeholders, including local authorities and visa delivery teams to achieve departmental outcomes.
* Prepare and record moderately complex documentation for visa applicants, including preparation of visa decision records and client correspondence.
* Respond to and resolve routine telephone and emails enquiries and provide information by phone and in writing.
* Organise and take responsibility for own workload as well as work cooperatively with others to deliver services to clients in accordance with the client service charter standards and program outcomes.
* Provide general administrative support, translate documents, undertake interpreting and back up as required.

**Qualifications/Experience**

* Sound communication skills, including translation, excellent written and oral English language skills and fluency in Mandarin.
* Well-developed organisational and work management skills, including the ability to manage competing priorities, maintain high work standards and deliver workplace goals within deadlines.
* Ability to work independently as well as under direction while maintaining high work standards.
* Ability to make assessments and decisions based on legal requirements and established procedures and protocols while also incorporating initiative and sound judgement.
* Demonstrate sensitivity to the needs of clients from a variety of backgrounds and with varying demands. This may include telephone interaction, interviews, liaison and representation, preparing reports and correspondence.
* Demonstrated analytical skills with an ability to use multiple datasets and/or interpret and apply complex legislation and apply sound judgement.
* Demonstrated ability to maintain productive working relationships with colleagues from a diverse range of backgrounds.

## What the Australian Embassy offers:

* Vacancies to be filled on a full-time employment basis, and an order of merit may be maintained should any further vacancies arise in the coming 18 months, including positions in other mainland China Home Affairs offices in Beijing and Guangzhou.
* The Department may support remote working arrangements across posts, in which the Visa Processing Officer is physically located at one post, however, remotely working to another posting location.
* Attractive remuneration package that includes performance bonuses, additional insurance coverage, 14 public holidays and generous leave provisions.
* Safe and secure workplace where safety of employees is a high priority and a diverse and inclusive workplace is actively promoted.
* Opportunity to work in a diplomatic mission and interact with colleagues from a broad range of interesting areas.
* Opportunity to learn new skills and meet unique challenges.

**How to Apply**

Your application, written in English, should include:

* Curriculum Vitae (maximum 2 pages)
* Application for Locally Engaged Staff Employment (please see Attachment A)
* Maximum 500 words pitch (further instructions below).

Please email your application to [**beijinghrrecruitment@dfat.gov.au**](mailto:beijinghrrecruitment@dfat.gov.au) **before 17:00 on Friday, 29 November 2024**. Applications received after this time will not be considered.

Applications must be in either Microsoft Word or PDF format, with a maximum email size of 3MB.

For further information about this position, please contact [**beijinghrrecruitment@dfat.gov.au**](mailto:beijinghrrecruitment@dfat.gov.au)**.**

Please note that only applicants short-listed for interview will receive a written reply. If you have not received any communication from the Human Resources Section of the Australian Embassy within four weeks after the close of application, please consider your application unsuccessful. Thank you for your understanding and your interest in working at the Australian Embassy, Beijing.

**Attachment A: Application for Locally Engaged Staff Employment**

Position you are applying for: Date available for work**:**

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| **PERSONAL INFORMATION** | | | | | |
| Title: | | Last Name: | | | First Name: |
| Email Address: | | Contact Number: | | | Citizenship(s) |
| Address: | | | | | |
| Are you eligible to work in the country in which you are applying for a position? Yes  No  *(Note: to be eligible to work in this country you should be a citizen, hold or be able to obtain an appropriate working visa)* | | | | | |
| How did you hear about the vacancy? | | | | | |
| **PREVIOUS AUSTRALIAN GOVERNMENT EMPLOYMENT Yes  No** | | | | | |
| Have you ever been employed by the Australian Government, either in Australia or overseas?  If yes, please provide the details.  If yes, did you ever receive a redundancy or other payment benefit? | | | | | |
| **REFERENCES** | | | | | |
| Please provide the names and email addresses of two work-related referees whom we can contact. Both referees should  be able to comment on your work performance. | | | | | |
| **REFEREE 1** | | | | | |
| Title: | First Name: | | | Last Name: | |
| Organization: | | | Position Title: | | |
| Relationship to Applicant | | | Years of Relationship: | | |
| Contact Number: | | | Email Address: | | |
| **REFEREE 2** | | | | | |
| Title: | First Name: | | | Last Name: | |
| Organization: | | | Position Title: | | |
| Relationship to Applicant | | | Years of Relationship: | | |
| Contact Number: | | | Email Address: | | |
| **APPLICANT’S STATEMENT** | | | | | |
| The above information, to the best of my knowledge, is true and correct. I consent to the mission collecting and  using information, and to relevant employers / supervisors disclosing information, in relation to my work performance  and conduct for the purpose of assessing my suitability to carry out the duties of the position I have applied for, and  suitability for employment. I understand that misstatements or omissions in my disclosures may result in a failure to hire  or immediate discharge if they are discovered  Accept: Name: Date: | | | | | |

**Guidance for your 500 words pitch**

Your 500 words pitch should be compelling and convincing. It is a chance to tell the panel why you are the right person for the job. The panel wants to know why you are interested in the role, what you can offer DFAT, and how your skills, knowledge, experience and qualifications are applicable to the role. It should be **a maximum 500 words (12 font).**

• Say what you did (actions) and the result (outcomes)

• Use practical and substantiated outcomes

• Show your resilience and adaptability

• Highlight your strengths and interests

• Don’t assume the panel knows you or your work

• Make it appealing and interesting e.g. demonstrate how you ‘solved a difficult issue’

• Stick to the point – quality not quantity

• Use the word limit wisely

• Don’t repeat what’s already in your CV

• Ensure you check the spelling before you submit your application