

LE3 – Visa Processing Officer

Job description

- The Australian High Commission in Pretoria invites applications for a locally engaged Visa Processing Officer.
- There is one ongoing (permanent contract) position. A merit list of suitable candidates will be established and may be used to fill any future vacancies.
- Employment will be subject to satisfactory completion of a six-month probationary period.
- Applicants are required to hold South African citizenship, permanent residency, or the requisite work permit for South Africa.

About the Department of Home Affairs

The Department of Home Affairs is responsible for central coordination, and strategy and policy leadership in relation to cyber and critical infrastructure resilience and security; immigration; border security and management; counter-terrorism; the protection of our sovereignty; citizenship and social cohesion.

We implement a strategically coordinated approach to the cyber security and resilience of all Australians. We enable rapid responses to threats of foreign interference. Additionally, we contribute to Australia's prosperity and unity through the management and delivery of the migration, humanitarian and refugee programs. We also promote social cohesion through multicultural programs, settlement services and by managing and conferring citizenship.

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.

Our ideal candidate

The Department is looking for people who enjoy working in a rapidly evolving and diverse team environment. System and visa product training will be provided. Our ideal candidate therefore would:

- Contribute positively to the team environment and be solution focused
- Think critically and demonstrate good judgement
- Be resilient, agile, responsive and organised
- Have well developed communication and ICT skills
- Be accountable and transparent
- Promote our values and behaviours.

About the position

Under general direction, Visa Processing Officers are 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 key responsibilities of the position include, but are not limited to:

- Undertake visa related casework (assess, investigate, decide) for temporary and/or permanent entry to Australia, applying the relevant legislation and policy 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 service standards in a high pressure environment, escalating sensitive and more complex cases to senior staff in accordance with office protocols.

- Investigate the integrity of documents and other information in connection with visa applications and escalate any instances of possible fraud.
- Develop and maintain relationships with internal and external stakeholders including with local authorities and visa delivery teams to achieve departmental business objectives.
- Prepare moderately complex written documentation for visa applicants, including the preparation of visa decision records and client correspondence.
- Respond to and resolve routine telephone and email queries and refer complex enquiries to managers and provide information by telephone and in writing.
- Organise and take responsibility for own workload, work cooperatively and harmoniously to deliver services to clients in accordance with the client service standards and program outcomes.
- Perform administrative and financial support activities as required.

Qualifications/Experience

- Demonstrate sensitivity to the needs of clients from a variety of backgrounds and with varying demands. Such situations may include: telephone interaction, interviews, liaison and representation, preparing reports and correspondence.
- Ability to respond and adapt to change. Ability to apply initiative, flexibility and willingness to pursue continued improvement in the context of change within the organisation.
- Highly developed time management skills, both individually and as part of a team, and the ability to work effectively, cooperatively and flexibly in a team environment to respond to priorities and meet deadlines.
- Demonstrated analytical skills with an ability to interpret multiple datasets and moderately complex legislation and policy.
- Apply sound judgement in assessing and deciding moderately complex visa applications.
- Fluent oral and written English communication skills.

Desirable

- Tertiary qualifications in a relevant field.
- Experience in an application processing or administrative decision-making environment.
- Proficiency in computer software applications including Microsoft Word and Excel, and the capacity to learn new systems.

Package and remuneration

There is one ongoing (permanent contract) position. A merit list of suitable candidates will be established and may be used to fill any future vacancies. Future vacancies may be filled as ongoing (permanent) or non-ongoing (fixed term temporary contract) positions. The successful applicant will be employed at the Locally Engaged level 3 (LE3) salary level range of **ZAR 329,880 – 385,920** per annum and in accordance with the Locally Engaged Staff (LES) Terms and Conditions 2021.

Application Guidelines

To apply for the Visa Processing Officer position, **you will need to prepare a ‘one page pitch’ applicant response** that outlines:

- How your skills, knowledge, and experience will be relevant to this role
- Why you are interested in the role and what you can offer us
- Any specific examples or achievements that demonstrate your ability to perform the role

Applicant response documents must be a minimum 11pt font in MSWord or PDF format, include your full name in the document footer.

Applications that do not include a ‘one page pitch’ will not be considered.

Applications that do not address the application guidelines by providing specific examples in their 'one page pitch' response will not be considered.

Provide your Curriculum Vitae (CV) of no more than two pages, outlining your professional and academic background. Your CV should include the names and contact details of two professional referees who can validate and support your application.

Only shortlisted candidates will be contacted for an interview. If you have not received any communication from the Human Resources Section of the Australian High Commission within four weeks after the close of applications, please consider your application unsuccessful. Thank you for your interest in working at the Australian High Commission in Pretoria.

**Applications to be submitted to hr.pretoria@dfat.gov.au
Closing date: 23 February 2025**