

**Australian High Commission Nuku’alofa**

***Visa Processing Officer***

***Salary range: TOP16,415 – TOP24,740***

**Applicant Information Package**

Date Advertised: 09 January 2015

Date Closes: 4:30pm 21 January 2015

**JOB DESCRIPTION**

We are looking for people to join our visa team. We aim to get the right person into the right role.

For more information on the Australian High Commission, please visit our website **www.tonga.embassy.gov.au**

## *About the Australian High Commission Nuku’alofa*

The Australian High Commissioner to the Kingdom of Tonga is the official representative of the Australian Government in Tonga.   
  
The High Commission is responsible for the advancement of Australia's interests in Tonga, including the conduct of official business with the Tongan Government. Australia and Tonga have strong and substantial bilateral relations and common interests in the stability and development of the South Pacific region. Australia works closely with Tonga through an effective development cooperation program and we are also partners in the significant fields of police development, maritime security, and natural resource issues.

## *About the People*

We have a dedicated and professional team that work hard to support the Australian government’s work in Tonga. Roles include Policy Development, Program Management, Consular, Administration and many more.

We demand the highest ethics and professionalism from our visa processing officers. They work in conjunction with the many other dedicated professionals working in both program and support roles.

We value diversity in all areas, including in experience, disability, age, gender, ethnicity and religion and encourage all suitably qualified people to apply.

## *Position Description*

## About the position

Under general supervision within established policies, guidelines and procedures, the Visa Processing Officer is responsible for providing expertise in assessing straightforward to moderately complex applications for Temporary Entry and Migration into Australia and assist in responding to client enquiries.

The key responsibilities include but are not limited to:

* Apply an understanding of relevant migration legislation, policies and procedures to provide accurate, timely, consistent and appropriate information to visa applicants through client service channels
* Manage a case load of Temporary Entry visa applications – adhering to agreed assessment targets and timeframes and to the Quality Assurance framework and benchmarks
* Analyse various sources of information and use judgement to determine 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
* Record case notes to provide a clear and accurate history of actions taken and/or advice given and prepare correspondence
* Maintain and monitor data in the various information management systems
* Provide assistance to other team members, undertaking straightforward quality assurance tasks or activities when necessary
* Contribute to section planning and to improved work practices
* Assist in responding to client enquiries

**Qualifications/Experience**

* Previous experience in lawful decision-making desirable
* Tertiary qualification desirable.

**SELECTION CRITERIA**

Provide ***at least one paragraph, on each of the following selection criteria***, demonstrating the following attributes:

1. Experience in making sound decisions and exercising judgment in applying relevant legislation and policy

2. Experience of working proactively within teams to deliver high standards of client service

3. Ability to set priorities and manage workloads to achieve outcomes within deadlines

4. Written and oral communication skills of a high standard

5. Ability to use initiative and to work independently

6. Experience in the use of word processing systems, databases and other computing systems in the workplace to deliver outcomes

7. Record of personal drive and integrity

**Important:**

The Selection Criteria are used to assess an applicant’s suitability for a position. Statements against the criteria should detail suitability to perform the duties of the position including personal qualities, experience, skills and knowledge relative to the selection criteria.

Applicants **must** do the following:

1. attach a completed “Application Cover Sheer” to the front of their application
2. address *all* criteria
3. write no less than one paragraph and no more than ½ page on each of the selection criteria
4. include a resume that is no longer than two pages
5. provide the names and contact details, including phone numbers and email addresses, of two referees that can comment on the applicant’s claims against the selection criteria, in particular their recent work experience.

Closing Date -The closing date for applications is **4:30pm 21 January 2015**.

Applications, including a two-page resume and completed Application Cover Sheet can be emailed to: [ahctonga@dfat.gov.au](mailto:ahctonga@dfat.gov.au)

Or

Addressed to the Australian High Commission, Salote Road, Nuku’alofa. All applications must be received by the 4:30pm 21 January 2015. Late applications may not be accepted.

***NB:*** All High Commission employees demonstrate a commitment to a Code of Conduct and Values, as well as to workplace diversity, workplace health and safety and employee participation principles and have appropriate cross-cultural sensitivities.

Your engagement is also subject to the completion of an undertaking to observe the security requirements and the locally engaged staff Code of Conduct, plus a health and police record check.

These details can be arranged once you commence at the High Commission, and should be completed during the probationary period.

**Website**

Additional information pertaining to the Australian High Commission can be obtained from our website **http://www.tonga.embassy.gov.au**

**Note : If you have not been contacted by the 30 January 2014 , your application has not been successful.A SUMMARY OF THE REMUNERATION PACKAGE**

The Australian High Commission’s aim is to be an employer of choice offering excellent conditions of employment. Shown below are some of the key aspects of the remuneration package offered for the position:

**Contract term -** The position is ‘non on-going’ (temporary) for 24 months following completion of a probation period of six (6) month period.

**Salary -** The salary range for this position is **TOP$16,415- TOP$24,740**. The salary offered to the successful applicant will be commensurate with experience and qualifications.

**Superannuation –** The High Commission contributes an amount equivalent to 5**%** of staff members’ annual base salary to the National Retirement Benefits Fund. A 5% employee contribution is deducted fortnightly from salaries and paid directly to the National Retirement Benefits Fund.

**Annual Leave -** 20 days annual leave per year.

**Personal Circumstances Leave (Sick Leave and Carer’s Leave) –** Employees are entitled to up to18 days annual leave per year.

**Access to Maternity Leave, Adoption Leave, Parental Leave and Compassionate Leave.**

**Training/Workshops –** Access to training/workshops in the region or in Australia.

**Medical Expenses** – The High Commission will reimburse most personal medication expenses up to a maximum TOP500 per calendar year for the employee and their eligible dependants.

**Worker’s Compensation** – Employees of the High Commission are covered for illness, injury, or injury resulting in death, arising in the course of providing services under this employment.

**APPLICATION COVER SHEET**

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| --- | --- |
| **Position Title** | Visa Processing Officer |
| **Date Advertised** | 9 January 2015 |
| **Application Due** | 21 January 2015 |

**APPLICANT DETAILS**

|  |  |
| --- | --- |
| **Family Name** |  |
| **Given Name(s)** |  |
| **Contact Number \*** | Tick preferred  Home:  Work:  Mobile: |
| **Address** |  |
| **Email Address** |  |

**\*A phone contact number must be provided**

**CHECKLIST**

**(Please tick each box when completed)**

1. Application cover sheet completed.

1. Current resume attached (no more than 2 pages).

1. Statement of experience addressing each of the selection criteria (no more than

half a page per selection criteria). Sub –headings used to define criteria.

1. Copy of relevant educational qualifications (originals must be available to sight

at interview if required).

5. Signature:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Date:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**AUSTRALIAN HIGH COMMISSION USE ONLY**

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| --- | --- |
| **Time Received** |  |
| **Date Received** |  |
| **Received By** |  |
| **Signature** |  |