



Embassy of Australia
Seoul

Job Vacancy

Senior Visa Officer

Position Description

Reports to:	Visa Programs Manager
Position title:	Senior Visa Officer
Position number:	SE053
Position level and Salary:	Locally Engaged 4 level with a salary of KRW 55,605,684 per annum
Employment period:	This is a permanent position. The successful applicant will be engaged initially on a 12 month fixed-term contract, with extension subject to performance. This includes a 3-month probation period.

Vacancy Details

Vacancy type:	Internal & External vacancy
Additional information:	Send applications to seoul.recruitment@dfat.gov.au Please submit application materials in Microsoft Word or PDF formats only <u>Please indicate your full name and the position title in the subject line</u>
Proposed published date:	19/01/2024
Proposed closing date:	Sunday 04 February 2024 <u>Applications received after the closing date will not be considered</u>

Requirements

Applications must include **all** the following:

- Completed Embassy application form
- A written statement (no longer than two typed pages) directly addressing why you are the best person for the job, against the position requirements
- Curriculum vitae

Other Requirements

The successful applicant will be required to provide a police security clearance certificate and undergo a medical examination to determine fitness for duty.

Key Responsibilities

- Undertake complex visa related casework (assess, investigate, decide) applying relevant legislation and policy to make lawful and fair decisions in accordance with the relevant guidelines and regulations.
- Apply an understanding of relevant legislation, policies and procedures to process visa applications, within service standards in a pressured environment, escalating sensitive and more complex cases as necessary.
- Assess and apply judgement to determine customer needs, requirements and entitlements and where appropriate refer and link them to relevant government, post or community services.
- Undertake thorough investigations and integrity checks in relation to moderately complex visa applications, including potential client interviews and site visits in accordance with departmental policy, record case notes and prepare correspondence and decisions.
- Organise and take responsibility for own workload and work cooperatively and harmoniously in a team to deliver services to clients in accordance with the client service charter standards and program outcomes.
- Manage, maintain and monitor data in the various information management systems and analyse trends to improve the detection of visa fraud and to minimise visa non-compliance.
- Research, analyse and interpret policies to manage discrepancies and provide sound advice to decision makers on more complex cases as required.
- Develop, maintain and strengthen relationships with internal and external stakeholders including with local authorities and visa delivery teams to achieve departmental business objectives.
- Maintain and apply knowledge of risk profiles and indicators when assessing visa caseloads.
- Contribute to section work plans, projects and operational objectives, support the management of resources, provide guidance and training to junior staff and initiate work practice improvements as necessary.
- Perform other duties as directed.

Position Requirements

Competencies

- Highly developed written and oral communication skills, including fluency in English.
- Experience working with and making assessments in accordance with legislation and/or broader policy advice.
- Experience working in a high volume, client-oriented environment.
- Demonstrated ability to work under pressure and to prioritise tasking and manage workflow.
- Good information management and data entry skills and excellent attention to detail.
- 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.
- Ability to interview clients, draw conclusions and prepare complex written reports on findings.
- Ability to effectively use a number of computer programs and systems to find, extract and analyse information.
- Previous experience dealing with Government agencies on a range of issues.

Special Requirements

It is highly desirable that applicants have the following:

- Fluency in Korean, Japanese or Mandarin Chinese.
- An understanding of Australia's immigration framework, legislation and policy.

Note

For selection purposes, each of the above competencies will be considered. In order to manage the recruitment process efficiently, only applicants who are successfully shortlisted for interview will be contacted. If you have not been requested to attend an interview within four weeks of the closing date, please assume that your application has not been successful on this occasion.