



Australian High Commission  
Port Moresby

## Candidate Information Pack

# **Temporary Visa - Program Manager Australian Department of Home Affairs (Visa Office)**

**Closing Date: Wednesday, 31 January 2018**

This information package should assist potential applicants to understand the work of the Australian High Commission, what is involved in the role, the Selection Criteria, how to apply and also help you make an informed decision to apply.

# Position Description

<b>Title</b>	Temporary Visa - Program Manager
<b>Classification</b>	Locally Engaged 5 (LE5)
<b>Reports to</b>	Senior Migration Officer
<b>Location</b>	Port Moresby

## **About the Australian High Commission in Port Moresby**

The Australian High Commission represents the Australian Government by advancing the interests of Australia and Australians in Papua New Guinea (PNG). Our primary national interest is in a strong bilateral relationship underpinned by a peaceful, secure and prosperous PNG and Pacific Region. The High Commission is also responsible for apprising Canberra about developments in areas such as domestic politics, immigration, economics, trade and investment, culture, defence and development cooperation, with a view to informing Australia's foreign policy, and for promoting a positive image of Australia, enhancing people-to-people links, and delivering consular assistance to Australians in need.

## **About the Australian Department of Home Affairs (Visa Office) at Australian High Commission in Port Moresby**

The Department of Home Affairs (Visa Office) works to keep Australia secure through border management and facilitates travellers to enter Australia on a temporary or permanent basis. The Visa Office strives to make fair and reasonable decisions for people entering Australia, ensuring compliance with Australia's immigration laws and integrity in decision-making. The Visa Office in Port Moresby is responsible for processing all temporary and permanent visa applications lodged by residents of Papua New Guinea (PNG) and the Solomon Islands

## **About the role**

Under general direction, the Temporary Visa Program Manager is responsible for the delivery of Transit, Visitor, Student and Temporary Residence visa programs. The successful candidate will manage a team of six to eight Visa Processing Officers, and support the team to meet daily processing targets. Integral to this role is effective time management, the ability to prioritise differing tasks, and an aptitude to interpret and apply legislation.

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

- Supervise and manage a team of staff responsible for delivering objectives against a visa program, including managing performance, providing feedback, conducting training, and implementing workflow strategies
- Organise and monitor the team's workload effectively, using caseload management tools to ensure that service level standards and program targets are met while maintaining a strong focus on client service
- Monitor and report on caseload trends and outcomes, and identify policy issues in order to contribute to developing policies and procedures at post (that effectively cater for PNG and Solomon Island visa cohorts)
- Respond to enquiries, including explaining decisions

- Assess complex visa applications to ensure compliance with legislation and policy requirement (conduct thorough investigations, including sensitive client interviews, and third party checks with external stakeholders)
- Prepare reports, case notes, interview notes, correspondence and other materials in relation to immigration matters and in accordance with departmental guidelines
- Provide sound advice to senior staff to assist them to make high quality, accurate and timely decisions on escalated cases
- Proactively seek to improve work practices within the Visa Office to reduce the risk of fraud
- Establish and maintain relationships with key contacts including local government, nearby diplomatic missions, Service Delivery Partners and other Australian Government agencies
- Contribute to the management of resources and outputs to fulfil work goals, plans and operational objectives
- Undertake a range of financial functions

### **Qualifications/Experience**

- Knowledge of Australia's visa processes and legislation would be an advantage
- Strong experience working in a client service environment would be highly desirable
- Working knowledge of Microsoft Excel and data management systems
- High-quality oral and written English communication skills and proficiency in report writing
- Ability to communicate (oral and written) in Tok Pisin would be an advantage

### **Eligibility/Other Requirements**

The successful candidate is required to obtain a satisfactory police check, medical check and maybe required to travel on occasions.

## Selection Criteria

The following criteria will be used to assess an applicant's suitability for a position. All interested applicants are required to submit a one page statement of claims outlining their suitability for the role.

1. Supports and Contributes to strategic direction
2. Achieves results
3. Values Teamwork and Builds Partnerships
4. Demonstrates personal drive and integrity
5. Works and communicates with influence
6. Specific Specialist/professional knowledge, skills and experience

**Note: When considering your application, the Selection Committee will seek evidence of performance against each of these criteria**

## How to Apply

Applications must be submitted to The Human Resources Manager, [pngahc.recruitment@dfat.gov.au](mailto:pngahc.recruitment@dfat.gov.au) by 4.30pm, **Wednesday, 31 January 2018**. Late applications will not be accepted. Your application must include:

1. A **Resume** (*2 Page maximum*) which outlines:
  - Employment history;
  - Education, qualifications and relevant training; and
  - The names and contact details of two professional referees.
2. **Your statement of claims** against the selection criteria (*2 Page maximum*)

Please include your name and the job title in the subject line of your email for easy reference. E.g. **John Smith – Temporary Visa Program Manager**

**Note:** Given the number of applications, only those considered suitable for interview will be contacted.

The Australian High Commission promotes a workplace free from discrimination and harassment and is a smoke and buai free environment. All recruitment is based solely on merit.