



Australian High Commission, Islamabad

Department of Immigration and Border Protection

Duty Statement – LE3 Locally Engaged Visa Processing Officer Salary from PKR 70,911 per month

About the Department of Immigration and Border Protection (DIBP)

DIBP is responsible for a diverse portfolio including managing migration, humanitarian and citizenship policy and programmes. It works to keep Australia secure through border management and facilitates travellers to enter Australia on a temporary or permanent basis. DIBP strives to make fair and reasonable decisions for people entering Australia, ensuring compliance with Australia's immigration laws and integrity in decision-making.

About the Position

Under general supervision within established policies, guidelines and procedures, the Visa Case Officer is responsible for providing expertise in assessing straightforward to moderately complex applications for visa management and visa processing services to DIBP at the Australian High Commission in Pakistan.

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.
- Assess visa applications and supporting documents to ensure compliance with legislation and policy. Conduct interviews in relation to applications for entry into Australia.
- Record case notes to provide a clear and accurate history of actions taken and/or advice given and prepare correspondence.
- Undertake verification checks of supporting documents, including telephone checks, letters and emails, as well as assisting with site visits as required. Based on these assessments and checks, make recommendations to senior staff to enable them to make high quality decisions.
- Respond to client enquiries, including by telephone, email, fax, letter and in person, relating to visa requirements. When enquiries relate to specific visa applications, provide clear status reports. Maintain a strong focus on providing high quality client service.
- Record information in departmental systems, applications and files to facilitate visa processing and to establish clear, accurate and comprehensive records of all actions taken in relation to visa applications.



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- Follow escalation procedures to ensure that, when necessary, urgent, complex or potentially media-attracting enquiries and applications are brought to the attention of A-based staff.
- Provide support to combat visa fraud, misrepresentation and general non-compliance with visa conditions.
- Manage a case load of 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.
- 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.
- Provide interpreter and translator services in Urdu, Pashto and Dari

Qualifications/Experience

- Previous experience in lawful decision-making desirable
- Tertiary qualification desirable
- Fluent in English, Urdu, Dari and Pashto