

## Australian High Commission, Islamabad

<b>AGENCY</b>	Department of Home Affairs
<b>POSITION TITLE</b>	Visa Officer
<b>POSITION NUMBER</b>	Multiple positions available
<b>CLASSIFICATION</b>	LE3
<b>SALARY</b>	PKR 153,713 to PKR 179,822 per month
<b>OPPORTUNITY TYPE</b>	Non-ongoing; contracts are renewed annually
<b>EMPLOYMENT TYPE</b>	Full-time.

### About the Department of Home Affairs

The Department of Home Affairs is responsible for the coordination and leadership of strategy and policy in relation to cyber and critical infrastructure resilience and security, immigration, border security and management, law enforcement and counter-terrorism, emergency management, citizenship, and the protection of Australia's sovereignty and social cohesion.

The Home Affairs section in the Australian High Commission is responsible for supporting the delivery of Department of Home Affairs functions offshore through maintaining an immigration operations capability and engaging the Pakistan government on issues relating to border security, customs, and immigration control.


### About the position

Under general direction, the Visa Officer works to established policies and procedures to undertake visa application assessments, complete appropriate verification activities to ensure the integrity of the migration program and perform administrative tasks in a high-pressure environment.

The Australian High Commission is a motivated and professional environment with a diverse range of skills and backgrounds. Our ideal candidates bring a variety of skills and life experiences, as we strive to reflect the values of the Australian community by fostering a safe and inclusive workplace.

### Key responsibilities

- Perform administrative tasks, including managing mailboxes, maintaining databases, responding to public and other Australian Government agency queries, maintain and update records, ensure identity information is correct, and apply effective case management principles to daily work.
- Manage, assess, and finalise visa applications, in accordance with relevant Australian legislation and policy to make fair, reasonable, and lawful decisions.
- Communicate effectively with a range of stakeholders within the Department of Home Affairs to support a global visa processing model.
- Prepare written documentation for visa applicants, including the preparation of visa decision records and client correspondence.

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- Apply and interpret relevant legislation, policies, and procedures to process visa applications in a high-pressure environment.
  - Investigate the integrity of documents and other information in connection with visa applications and escalate any instances of possible fraud.
  - Other duties as required.

### **Selection criteria**

- Strong decision-making skills. The ability to accurately assess information and provide high-quality recommendations based on set guidelines and procedures.
- Ability to read and comprehend Australian Government legislation, policy and procedures and apply it correctly.
- Professional written and verbal language skills in English (essential) and Urdu (highly desirable). Proficiency in another language is also an advantage.
- Ability to set priorities and organise own workloads to achieve outcomes in a high-pressure environment.
- Proficiency with using Microsoft Office applications, including Word, Excel, Outlook, and Teams.
- Ability to develop strong professional relationships with colleagues, stakeholders, and clients globally.
- Ability to quickly learn new procedures, systems, and processes.

### **Eligibility**

Successful candidates will be required to undertake pre-employment screening checks and declare any potential or real conflicts of interest in order to hold a position of trust. Successful candidates must declare any outside employment and cannot hold any other employment that creates a conflict of interest.

Successful candidates must uphold the values of the Australian Public Service, including acting impartially, ethically, and respectfully at all times while they are employed with the Australian High Commission.