

Senior Visa Officer – Beirut – May 2022

AGENCY	Department of Home Affairs
POSITION NUMBER	BEI8765-BEI8770
POSITION TITLE	Senior Visa Officer
CLASSIFICATION	LE4
SECTION	Immigration
REPORTS TO (TITLE)	Principal Migration Officer

About the Department of Home Affairs

The Department of Home Affairs is a central policy agency, providing coordinated strategy and policy leadership for Australia's national and transport security, federal law enforcement, criminal justice, cyber security, border, immigration, multicultural affairs, emergency management and trade related functions.

Immigration Programs Division delivers the permanent migration and temporary visa programs to maximise the long-term economic and social benefits to Australia across the Skilled, Family and Resident Return visa programs, and through Temporary entry to support tourism, education and international relations.


About the position

The Senior Visa Officer is expected to be operate under limited supervision and act as a point of escalation and support for other team members in relation to complex enquiries or cases. They may be given responsibility for a particular visa program or cohort to manage and are often entrusted to manage particular stakeholder relationships.

The key duties of this position include, but are not limited to:

Visa processing:

- Assess and decide complex visa applications in accordance with Australian legislative and procedural frameworks. Accurately review client documentation and interrogate several departmental systems. Develop solid understanding of relevant migration legislation and policies to assess and make fair, reasonable, and lawful visa decisions.
- Draft lawful visa decision records and provide feedback and advice to junior officers on their assessment and decision records.
- Undertake client interviews independently, interpret/translate between Arabic and English.
- Communicate effectively with a range of stakeholders and clients, including but not limited to, client enquiries, managing service provider relationships and engaging with internal and external contacts. Exercise sound judgement and reasoning when communicating with clients and stakeholders and act as an escalation point on complex cases for junior officers.
- Balance competing priorities and manage own workload in addition to providing support to junior officers.
- Undertake complex analysis and thorough investigations and integrity checks of visa applications across a range of different programs.

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- Contribute to, and support, work practice improvements and data monitoring to identify risks and analyse trends.
 - Actively support the Team Leader and Post Management to deliver Australian Government priorities and visa programs.

Visa integrity:

- Provide support to the offshore integrity team's senior officer and visa program decision makers to promote knowledge of caseload integrity priorities and practices.
- Undertake targeted integrity assurance tasks and analyse information to identify common characteristics or trends within caseloads.
- Identify and escalate risk-based caseload trends to assist visa decision makers in the identification of future risks.
- Update systems, with accurate data entry that allows visa program decision makers to manage their caseloads with the appropriate level of risk.
- Support the development and review of risk alerts, profiles, and models for visa caseloads.
- Contribute to the preparation and dissemination of fraud profiles, integrity alerts and trend analysis.
- Other duties as directed.

Selection Criteria

- Ability to work effectively in a fast-paced environment to achieve results with limited supervision.
- Demonstrate problem solving skills and/or judgement to resolve complex cases, procedural or policy issues
- Experience with managing and resolving situations with challenging clients, staff-members or other stakeholders
- Demonstrate initiative through proposal and/implementation of workplace efficiencies and improvements
- Ability to adapt to new workplace environments and quickly learn and apply new technical or specialist knowledge (e.g. legislation, policies, procedures and/or IT systems)
- **Highly desirable:** proficiency in both Arabic and English and ability to interpret/translate between both languages.