

# Immigration Visa Processing Officer

## Department of Immigration and Border Protection, Madrid

### Visa Processing Officer

**Starting salary:** competitive salary applies

Applications are sought from people interested in employment under local terms and conditions as Locally Engaged Staff.

### Work rights

Candidates must have existing rights to live and work (full-time) in Spain to be considered for this position. Sponsorship for a work visa will not be provided by Australian Embassy for this position.

### ORGANISATION:

The Migration Office of the Australian Embassy in Madrid is an overseas office of the Department of Immigration and Border Protection (the Department). The purpose of the Department is to 'enrich Australia through the well managed entry and settlement of people'. We do this by managing the lawful and orderly entry and stay of people in Australia and by promoting a society which values Australian citizenship, appreciates cultural diversity and enables migrants to participate equitably.

The Madrid's office's main functions are:

- Processing Australian visitor and temporary residence visas.
- Processing Australian permanent migration visas.
- Undertaking caseload assurance and integrity support work associated with visa applications.

The office prides itself in client service excellence and ensuring consistency in complex decision making.

### NATURE OF THE POSITIONS

Positions in the visa processing team require a high level of immigration knowledge, the ability to interpret and apply legislation, and the ability to make decisions. As the learning curve is steep, it is essential candidates are committed to the position and interested in the Department's work.

### PERSON SPECIFICATION

Candidates should be comfortable with change in a fast paced office and as such, a flexible approach to work and the ability to cope with pressure is essential.

Whilst there are no specific professional qualifications required for these positions, candidates are expected to be **fluent in English, French and Spanish (good knowledge of Portuguese is desirable)** and computer literate (with at proficient use of Microsoft Word, Microsoft Excel, email/ internet). Tertiary level qualifications are desirable.

Candidates with experience of working in the public sector or working with the public in a hands-on operational environment are also encouraged to apply.

## SELECTION CRITERIA

In the context of this position, please write a statement addressing how you meet each of the following criteria. Your statement for each of the criteria should **be no longer than 250 words**.

### 1. Strategic Thinking

Provide an example which demonstrates your ability to take the broader perspective of the business and/or organisation into account and how this informs the way that you work.

### 2. Achieving Results

Give an example of a time when you have had to overcome an obstacle or difficult circumstances at work to achieve an outcome for the organisation. What specific action did you take to do so?

### 3. Productive working relationships

Give an example that demonstrates your understanding of the importance of working within a team to contribute to business outcomes and specific program objectives.

### 4. Personal Drive / Integrity

Using a specific example, describe a situation in which you have had to deal with a difficult client or stakeholder and you did to manage that situation.

### 5. Communication

Provide an example of a time when you have been required to explain a particularly complex issue or message. Describe how you used your communication skills to ensure that the message was understood.

### 6. Transferable skill, experience and attributes

Outline why you feel you are suitable for this role.

## MAKING YOUR APPLICATION

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**Applications must be received by close of business (local time) **Thursday, 2 July 2015**.**

Late applications will not be considered.

Applications **must** include the following:

- **completed application form, including an address to each of the selection criteria**
- **current CV**

Incomplete applications will not be considered.

**Applications must be submitted by:**

**Email:** [applications.madrid@dfat.gov.au](mailto:applications.madrid@dfat.gov.au)

**Please note, Referee Reports will only be requested for candidates who are shortlisted.**