

Visa Processing Officer – Phnom Penh – May 2023

AGENCY	Department of Home Affairs
POSITION NUMBER	PPDIBP14
POSITION TITLE	Visa Processing Officer
CLASSIFICATION	LE3
SECTION	Home Affairs
REPORTS TO (TITLE)	Second Secretary Home Affairs

About the Department of Home Affairs

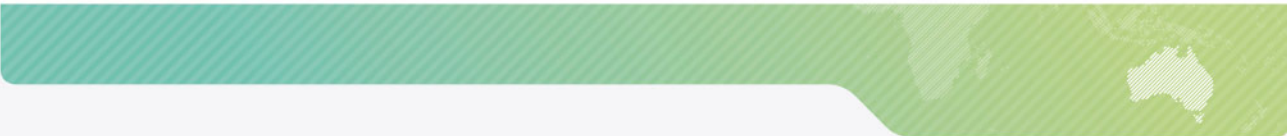
The Department of Home Affairs is a central policy agency, providing coordinated strategy and policy leadership for Australia's national and transport security, federal law enforcement, criminal justice, cyber security, border, immigration, multicultural affairs, emergency management and trade related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

Under direction, and within established procedures, legislation and policies, Visa Processing Officers undertake a range of duties including visa and citizenship processing and procedural, clerical and administrative tasks. The key responsibilities of the position include, but are not limited to:

- Manage a case load of visa applications – adhering to agreed assessment targets and timeframes, and to the Quality Assurance framework and benchmarks
- Research and analyse various sources of information to determine authenticity of visa applications and of the documents submitted in support of the applications to make independent, lawful decisions or make recommendations for a decision by delegated senior officer
- 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.
- Prepare written documentation for visa applicants, including preparation of visa decision records and case notes to provide a clear and accurate history of actions taken and advice given
- Ensure that all records are accurately recorded on electronic files and information systems

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- Identify and escalate complex or sensitive cases to senior staff according to office protocols
 - Undertake supervisory responsibilities including working with lower classification levels to develop work performance, as well as the planning and coordinating of tasks and workflows
 - Develop and maintain relationships with internal and external stakeholders including with local authorities and visa delivery teams to achieve departmental business objectives.