

Compliance Assistant / Case Officers
Local Position Level BB2B
Immigration & Visa office
Department of Immigration and Citizenship (DIAC)
Australian Embassy - Manila

Applications are sought from suitably qualified applicants for the above full-time positions in the Immigration section of the Australian Embassy in Manila. Locally engaged terms and conditions of service apply.

The Manila Immigration & Visa office is a dynamic and challenging environment with a high volume caseload. We are committed to quality processes and high standards of service delivery. The successful applicants will be expected to work in a small team under time and workload pressure, undertake visa assessments and decisions, conduct case investigations, to exercise delegations under the Migration Act, to demonstrate high levels of integrity in accordance with the Australian Public Service Code of Conduct and high standards of client service in accordance with the DIAC Client Service Charter. Sound judgement, highly developed work management skills, well developed oral and written communication skills and ethical work practices are therefore essential. Two duty statements and selection criteria are attached.

There is one Compliance Assistant position available for immediate filling and possible vacancies for the Case Officer positions. The successful applicants will be placed on an order of merit and may be offered a permanent or contract position anytime during the validity of the order of merit. An order of merit can be used to fill permanent or temporary positions up to one year after the nominated vacancy was advertised. The successful applicant will receive a monthly salary for BB2B positions of PHP 31,584.47 and entitlements under the LES Conditions of Service.

Applications must include a statement addressing selection criteria (maximum of two (2) pages, font size Arial 11 with standard margins), a recent CV (maximum two (2) pages), and the name and contact details of two work referees.

The contact officer for these positions is Scott Wickham, Senior Migration Officer, Manila. Please email the contact officer at immigration.manila@dfat.gov.au if you have any questions about the positions or the application process.

*** Complete applications should be emailed to the Embassy Recruitment section at manila.recruitment@dfat.gov.au or faxed to +63 2 757 8344 by COB Thursday, 6 November 2008.**

Please include the position you are applying for in your application and in your email header.

If you would like further information regarding how to address the selection criteria, please refer to the websites below:

<http://www.immi.gov.au/about/careers/dors/how-to-apply.htm>

<http://www.careers.unsw.edu.au/careerEd/jobApplications/selectionCriteria/addressing.aspx>

<http://www.workplace.gov.au/workplace/Individual/Jobseeker/Careers/CareerJobSearchTips/All/UnderstandingandConfidentlyAddressingSelectionCriteria.htm>

If you have not been requested to attend an interview within four weeks of the closing date, please assume that your application has not been successful on this occasion. Only short listed applicants will be contacted.

**Duty Statement
BB2B**

POSITION: Locally Engaged Compliance Assistant (LECA)

LEVEL: BB 2B

SECTION: Immigration Section
Australian Embassy
Manila

SUB-SECTION: Compliance Unit

Duties may include the following:

1. Assist with vetting immigration caseload for fraud and possible indicators of people trafficking and monitor own workload.
2. Assist in case-related investigations, assist with interviews and write clear, logical reports and recommendations.
3. Assist with team tasks and undertake referral work as required
4. Provide interpretation and translation services to PMOC and SMOCT.
5. Monitor and advise on relevant media reports and other sources of relevant information such as the internet.
6. Liaise with local authorities and agencies, Australian agencies, other missions, NGOs and DIAC staff as required.
7. Undertake data entry and maintenance of compliance data holdings on systems.
8. Provide records management support, including filing and distribution of materials, both hardcopy and in electronic form.
9. Use DIAC IT systems and post computer systems as needed to support compliance investigations.
10. Schedule meetings and appointments for SMOCT and make travel arrangements.
11. Other duties as directed

**Duty Statement
BB2B**

POSITION: Case Officer

LEVEL: BB 2B

SECTION: Immigration Section
Australian Embassy
Manila

SUB-SECTION: Permanent Entry / Temporary Entry / Referrals Units

Duties may include the following:

12. Process, assess, and decide when appropriate, applications for permanent migration and temporary entry in accordance with Australian immigration law and policy
13. Interview applicants, and monitor own workload
14. Deal with client inquiries, including those of a less sensitive or complex nature, and provide accurate, timely and appropriate advice.
15. Provide high quality client service through all our service channels.
16. Prepare correspondence to clients and sponsors in English.
17. Undertake case-related investigations, and write clear, logical reports and recommendations.
18. Assist with team tasks and provide advice and guidance for more junior and new staff.
19. Undertake referral work as required
20. Other duties as directed.

Selection Criteria BB2B

Managing Information

Some knowledge of Australian government policies and programs, and the role and functions of the department or the ability to quickly acquire this knowledge.

The ability to prepare clear and logical case summaries and recommendations. Demonstrated ability to research, interpret and apply legislation.

Managing Work

Well developed work management and organisational skills, including the ability to manage personal work, to work within a team and to deliver workplace goals within deadlines.

Demonstrated ability to exercise sound judgment including balancing the needs of the client and the organisation and within government or legislative frameworks.

Working in teams

Sound skills in working in a team environment, including the ability to develop productive working relationships and to build team cohesion.

Communicating

Well developed oral and written communication skills in English. Good Tagalog skills desirable.

Demonstrated skills in communicating with people from diverse backgrounds and cultures, including sound negotiation and conflict resolution skills.

Focussing on quality

Demonstrated ability to provide quality client service, apply ethical work practices and demonstrate integrity in all aspects of work.

Demonstrated attention to detail in every aspect of your work.

Initiative, flexibility, resourcefulness and the willingness and energy to promote and lead continuous improvement in the workplace.