

**Senior Case Officer  
Local Position Level BB3A  
Immigration & Visa Office  
Department of Immigration and Citizenship (DIAC)  
Australian Embassy - Manila**

Applications are sought from suitably qualified applicants for the above full-time position 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.

The current positions are anticipated vacancies. 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 applicants will receive a monthly salary of 36949.37 Php and other 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 Christian Jones, Senior Migration Officer, Manila. Please email the contact officer at [immigration.manila@dfat.gov.au](mailto: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](mailto: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://info.anu.edu.au/HR/Training\\_and\\_Development/CareerWise/ApplicationWritingparticipantsnotes2006.pdf](http://info.anu.edu.au/HR/Training_and_Development/CareerWise/ApplicationWritingparticipantsnotes2006.pdf)

<http://www.deakin.edu.au/studentlife/careers/jobsearch/applications.php>

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 BB3A**

POSITION: Senior Case Officer

LEVEL: BB 3A

SECTION: Immigration Section  
Australian Embassy  
Manila

SUB-SECTION: Permanent Entry/Other Family

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Duties may include the following:

1. Process, assess, and decide applications for permanent migration and temporary entry in accordance with Australian immigration law and policy.
2. Prepare, conduct and assess client interviews in English and/or Tagalog.
3. Manage and monitor individual and team workloads.
4. Deal with client inquiries, including those of a more sensitive or complex nature, and provide accurate, timely and appropriate advice.
5. Provide high quality client service through all our contact channels.
6. Prepare a variety of correspondence to clients and sponsors in English, including more complex correspondence.
7. Undertake case-related investigations, and write clear, logical reports and recommendations.
8. Identify fraudulent documents and objectively follow agreed internal processes.
9. Assist with team tasks and provide advice and guidance for more junior and new staff. Assist the SMO with projects, and identify areas for service improvement.
10. Other duties as directed.

## **Selection Criteria BB3A - Various**

### **Managing Information**

Broad knowledge of Australian government policies and programs, and the role and functions of the department.

Well developed analytical skills and 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 effectively assign and monitor 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**

Well developed skills in working in a team environment, including the ability to develop productive working relationships, to build team cohesion and to demonstrate leadership capabilities.

### **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.

### **Focusing 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.