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**VACANCY – AUSTRALIAN CONSULATE-GENERAL – HO CHI MINH CITY
Visa and Citizenship Section (Department of Home Affairs)**

POSITION: Locally Engaged Employee (Expatriate) Designated Level 4

POSITION TITLE: Visa and Citizenship Officer

The Visa and Citizenship Section of the Australian Consulate-General in Ho Chi Minh City is recruiting for an Expatriate Locally Engaged Designated Officer (LED) to fill an expected vacancy. The exercise may be used to fill other future positions in the integrity and visa processing teams over the next 12 months. The position will be filled on a 12 month contract basis with the possibility of extension.

The duties of the positions may include:

- Apply a good understanding of relevant legislation and policies to assist with fraud control and prevention methods within a caseload or manage, assess and decide complex visa applications.
- Provide advice and mentor other local staff in decision-making, completing decision records and development of reports.
- As an integrity officer, provide document examination and fraud detection expertise to staff deciding visa applications.
- Conduct quality assurance activities, including review of cases and draft decisions.
- Undertake investigations and integrity checks in relation to applications, and provide input into integrity reports.
- Undertake complex written tasks such as preparation of reports, visa decision records and client correspondence.
- Maintain and monitor complex data in the various information management systems and analyse trends to support business processes and/or improve the detection of visa fraud and minimise visa non-compliance. Produce statistical reports and analysis of fraud within visa caseloads.
- Ensure accurate and appropriate record keeping.
- Provide technical assistance on relevant departmental systems and databases and provide training to staff as needed.
- Contribute to section work plans and operational objectives, supporting the management of resources as required and initiating work practice improvements as necessary.
- Develop and maintain effective relationships with internal stakeholders including the Home Affairs team in Hanoi and Canberra based officers and teams.

The position is open to citizens of Australia. Applications by nationals from New Zealand, Britain, Canada and the USA may also be considered. The successful applicant must hold, or be able to obtain, an Australian government security clearance. Applicants should indicate in their application whether or not they currently hold an Australian clearance.

Applicants for the position will be assessed against the Selection Criteria, and the names and contact details of two referees must be included with the application.

The Selection Criteria is available below.

Applications that fail to address the Selection Criteria will not be considered.

The salary is in the range of VND28,223,800 to VND31,208,458 per month. An additional allowance may apply to the position, assessed on an individual basis, depending on the skills and experience of the successful applicant. All relocation costs are at the expense of the successful candidate. Applicants should inform themselves regarding living costs and conditions for expatriates in Vietnam. Australian citizens should be aware of Australian taxation arrangements for Australian citizens working overseas.

For further information about the position and Selection Criteria, please contact Ms Nguyen-Thanh Huong via email: Nguyen-Thanh.Huong@dfat.gov.au.

Applications must be submitted in writing by **close of business Thursday, 26 April 2018** by email to: Nguyen-Thanh.Huong@dfat.gov.au.

SELECTION CRITERIA

Visa and Citizenship Officer

Please note: the word limit for each criterion response is 350 words. Text that is over 350 words will not be assessed.

Contributes to strategic thinking

Describe a situation in which you needed to respond flexibly to changing demands in the workplace and contribute to improving efficiency.

In your answer, please address the following:

- . What was the situation? What was your role?
- . What were the changing demands?
- . How did you respond flexibly?
- . What efficiencies were gained?

Achieves results

Describe an example of a time when you needed to work effectively in a period of high workload and short timeframes

In your answer, please address the following:

- . What was your role? What was the nature of the work you were performing?
- . What information were you required to take into account and how did you organise this information to achieve a result?
- . How did you manage the information and what did/did not need to be communicated to others?
- . What was the outcome? What impact did your ideas and actions have?

Supports productive working relationships

Provide an example that demonstrates your ability to develop productive working relationships with colleagues where team members were from diverse backgrounds.

In your answer, please address the following:

- . What was the situation and what was your role?
- . What was the diversity in the team and how did you manage this?
- . In what way do you consider your working relationships to have been productive?

Displays personal drive and integrity

Describe a situation you have found yourself in where there were conflicting views about a particular course of action that affected clients/other stakeholders and what you did to resolve the situation.

In your answer, please address the following:

- . What was the situation and what role were you performing?
- . How did you move the situation forward?
- . What was the outcome of your actions?
- . What role did feedback play in your actions?

Communicates with influence

Tell us about a time when you have had to communicate the same information to two different audiences.

In your answer, please address the following:

- . What role were you in and what was the information you were communicating?
- . How did the two audiences differ?
- . How did you adapt your approach to suit the different audiences?
- . What impact did your approach have on your audiences' understanding of the information?

Demonstrates professional or technical proficiency

Describe a situation when you have recognised the need to update your knowledge or skills in a particular technical or professional area.

In your answer, please address the following:

- . What was the situation and what role were you performing?
- . How did you recognise the need to update your knowledge or skills?
- . What actions did you take to update your knowledge or skills?
- . What was the outcome and what impact did this have on your work?