

## Locally Engaged Delegated Officer

<b>AGENCY</b>	Department of Home Affairs
<b>POSITION NUMBER</b>	
<b>POSITION TITLE</b>	Locally Engaged Delegated Officer
<b>CLASSIFICATION</b>	LE5
<b>SECTION</b>	Home Affairs
<b>REPORTS TO (TITLE)</b>	Senior Migration Officer

### About the Department of Home Affairs

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

### About the position

With general direction, Locally Engaged Delegated Officers work to established policies and procedures to assess visa applications and make lawful and accountable decisions, which are subject to administrative and judicial review. Working as part of a team, the position is responsible for managing a complex caseload of visa applications and may supervise or contribute to the development of other Locally Engaged Staff.


### The key responsibilities of the position include, but are not limited to:

- Have a solid understanding of relevant migration legislation and policies to assess and make fair, reasonable and lawful visa decisions on Family Migration visa applications.
- Provide accurate, timely, consistent and appropriate information to visa applicants in accordance with relevant legislation and policy.
- Adhere to agreed assessment targets, timeframes and the Quality Assurance framework and benchmarks.
- Analyse various sources of information and determine the authenticity of visa applications and documents to make decisions.
- Exercise sound reasoning and judgement within defined parameters, client service standards, and established procedures and protocols.
- Liaise with internal and external stakeholders on complex operational and administrative matters
- Prepare recommendations for senior staff based on research and well-established policy and practices
- Support risk management strategies and integrity standards in visa processing, including by maintaining knowledge of risk profiles and indicators in caseloads and reporting integrity concerns and trends
- Investigate the integrity of documents and other information in connection with visa applications and Identify and report integrity concerns and trends and participate in integrity support activities
- Support the Department's visa reform agenda, including by identifying and implementing business process efficiencies.

### Qualifications/Experience

#### Essential:

- A requirement of this position is that the applicants to be a citizen of Australia, Canada, New Zealand, the United Kingdom, the United States or a European Union country.

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- Applicants must be able to lawfully work and reside in Kenya.
  - Self-motivated, outcomes focussed and demonstrated ability to work quickly and independently.
  - Experience working with, or the ability to acquire a sound knowledge of, Australian migration legislation and procedures.
  - Resilient and able to work and adjust to a quickly changing operating environment demonstrating flexibility, reliability, adaptability, initiative and resourcefulness.
  - Well-developed communication, interpersonal and liaison skills, with the confidence to network and communicate with diverse target sectors across the region.
  - Demonstrated ability to develop and nurture productive working relationships.
  - Proven analytical, research and decision-making skills, including accuracy and attention to detail and the ability to identify integrity risks and trends.
  - Excellent written and spoken communication skills in English.
  - Ability to set priorities and organise workloads to achieve outcomes and meet deadlines.
  - High degree of personal drive and integrity, and the ability work flexibly and adapt to changing requirements.
  - Excellent organisational skills, including the ability to perform under pressure, manage high work volumes and set priorities with a high degree of commitment and initiative,

**Desirable:**

- Relevant tertiary qualifications and/or experience working in a similar visa processing role.
- Interviewing skills.