



Australian Government
Department of Immigration and Border Protection
Visa Office, Australian Consulate-General, Shanghai

EXPRESSION OF INTEREST
Senior Case Officer (LE4)

The Visa Office of the Australian Consulate-General in Shanghai forms an integral part of the operations of the Australian Department of Immigration and Border Protection in China.

The Visa Office is seeking applications from suitably qualified candidates. Successful candidates will be offered an initial contract of twelve months.

Applicants must be Chinese or Australian citizens. The remuneration for the position will be CNY 143,812 per annum plus the employer's social security contributions (where the successful candidates are Australian nationals, they will receive an allowance equivalent to the employer's social security contributions).

The successful candidates will be expected to undertake the duties described below. This selection exercise will also be used to establish an order of merit for appointments at the Visa Office in the next 12 months.

Senior Case Officer duties include:

1. Assess and decide applications for Australian visas, effectively applying and interpreting legislation, policies and procedures in accordance with lawful decision making and natural justice principles.
2. Manage visa and citizenship applications in accordance with DIBP's Client Service Charter and case management procedures.
3. Navigate departmental systems and prepare reports for application processing and decision making.
4. Conduct client interviews, including in relation to complex and sensitive matters, in a professional and effective manner and prepare interview reports.
5. Conduct inquiries and/or complex investigations and research on matters that have been referred from operational areas in Australia and report findings in clear and useful written reports.
6. Liaise with and respond to clients, stakeholders and agents, often in sensitive or complex circumstances.
7. Respond to client inquiries, including those of a sensitive or complex nature, providing accurate and appropriate advice.



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The successful applicant will meet the following selection criteria:

1. Well-developed organisational and work management skills, including the ability to manage personal work and to deliver workplace goals within deadlines. Well-developed skills in working in a team environment.
2. Capacity to respond positively to change, including supporting the implementation of organizational change.
3. Demonstrated ability to deliver excellent client service.
4. Demonstrated ability to deliver quality professional services, apply ethical work practices and maintain the highest levels of integrity in all aspects of work.
5. Demonstrated ability to make sound judgments and lawful decisions on complex cases within the context of Australia's migration legislation.
6. Demonstrated strong oral and written communication skills in English and Mandarin.

People interested in employment in the above positions should lodge the following:

- An application in English, outlining the skills, abilities and personal qualities that show they meet each of the above the selection criteria (maximum 2 pages);
- A Curriculum Vitae (CV) (maximum 2 pages); and
- Details of two work referees.

Applications which do not address the selection criteria will not be considered.

In order to manage the recruiting process most efficiently, only those candidates who have been short-listed will be contacted. If you have not received any communication from the Visa Office within the next four weeks after the close of application, please consider your application unsuccessful.

Shortlisted applicants will be required to attend a short interview with a panel comprising of a Locally Engaged Employee and an Australian officer of the Australian Consulate-General in Shanghai.

Referees may be consulted for feedback on work performance and verification of work claims. Applications should be submitted via email to recruitment-sh-diac@dfat.gov.au by close of business on **14th October 2016**.