



Australian Government  
Department of Home Affairs

OFFICIAL

## Candidate Information Pack EL1 – Character & Cancellation

\$115,443 to \$134,865 plus 15.4% Super  
ACT – NSW – QLD – SA – VIC – WA



**Building a secure Australia that is prosperous, open and united**

Key information													
<b>Job Reference:</b>	<b>137769</b>												
<b>Classification:</b>	EL1												
<b>Employment Type:</b>	Full-time/part-time												
<b>Job Type:</b>	Ongoing												
<b>Group:</b>	Immigration Compliance												
<b>Division</b>	Character, Cancellation and Case Resolution												
<b>Branch:</b>	Character and Cancellation – various sections												
<b>Salary Range:</b>	\$115,443 to \$134,865												
<b>Security Level:</b>	Baseline (higher security clearances may be required for certain positions)												
<b>Office locations:</b> (Please note that you must be able to physically attend the office in your preferred state. If an opportunity arises for you to move to a role in another state, relocation costs will be at your own expense).	<table> <tr> <td>Parramatta</td><td>New South Wales</td></tr> <tr> <td>Melbourne</td><td>Victoria</td></tr> <tr> <td>Perth</td><td>Western Australia</td></tr> <tr> <td>Adelaide</td><td>South Australia</td></tr> <tr> <td>Brisbane</td><td>Queensland</td></tr> <tr> <td>Belconnen</td><td>Australian Capital Territory</td></tr> </table>	Parramatta	New South Wales	Melbourne	Victoria	Perth	Western Australia	Adelaide	South Australia	Brisbane	Queensland	Belconnen	Australian Capital Territory
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<b>Contact officer/Enquiries:</b>	<a href="mailto:CACB.workforce@homeaffairs.gov.au">CACB.workforce@homeaffairs.gov.au</a>												

## About the Department of Home Affairs

The Department of Home Affairs (the Department) is responsible for central coordination, and strategy and policy leadership in relation to:

- cyber and critical infrastructure resilience and security
- immigration
- border security and management
- counter-terrorism
- the protection of our sovereignty
- citizenship and social cohesion.

We implement a strategically coordinated approach to the cyber security and resilience of all Australians. We enable rapid responses to threats of foreign interference. Additionally, we contribute to Australia's prosperity and unity through the management and delivery of the migration, humanitarian and refugee programs. We also promote social cohesion through multicultural programs, settlement services and by managing and conferring citizenship.

The Immigration Compliance Group is a dynamic work environment, bringing together various immigration compliance and status resolution immigration functions under one umbrella working collaboratively across the Department and Australian Border Force (ABF). The Group is focused on implementing and enhancing compliance and status resolution programs and supporting the development and delivery of operational policy frameworks. Our work directly contributes to achieving the Government's objective to maintain confidence in Australia's migration and humanitarian programs.

Several vacancies exist within the **Character and Cancellation Branch** in the Character, Cancellation and Case Resolution Division. The branch is a fast-paced work environment with a unique blend of program delivery, caseload management, program management and capability support including training and quality assurance. Our unique selling points include:

- the breadth and variety of work and caseloads
- the positive team environment and flexible work arrangements, and
- opportunities to engage with a large stakeholder cohort including external to the Department.

The Branch is responsible for protecting the Australian community and maintaining the integrity of, and public confidence in, the broader migration program through the effective application of visa cancellation and refusal treatments for non-citizens who are of character or security concerns, are non-compliant with their visa conditions or have committed migration fraud.

Please visit our website for more information about the [Department of Home Affairs](#) or [Australian Border Force](#).

## Working with us

Our people are integral to achieving our mission to protect Australia's border and manage the movement of people and goods across it.

We offer challenging and diverse careers that touch upon many parts of Australian life – industry and commerce, trade and travel, our national security, the protection of our community and the security of our offshore maritime resources and environment.

Our employees work in over 100 locations in Australia and outside Australia, across a range of interesting subject areas influenced by international and domestic developments.

Our success depends largely on our ability to foster the innovation, efforts and diverse skills of our people. We strive to create a motivating and rewarding working environment in which we value performance, our people, integrity, service and service standards.

We encourage applications from Indigenous Australians, people with disability and people from other diverse backgrounds. We are committed to providing a working environment that values diversity and inclusion and supports staff to reach their full potential.

## Eligibility

To be eligible to apply for the position you **must** be an Australian Citizen.

The successful candidate will be required to obtain and maintain a minimum Baseline Security Clearance. This process, conducted by the Australian Government Security Vetting Agency (AGSVA), assesses the individual's suitability to access Australian Government security classified resources. The Department may also identify positions for which a higher security clearance is required, in addition to pre-employment screening to provide a level of assurance about an individual's integrity.

Department of Home Affairs employees must be found eligible to on-board with the Department by going through the [Onboarding Check](#) process and obtaining and maintaining an [AGSVA Security Clearance](#) in order to access departmental assets.

Australian Border Force (ABF) employees must obtain and maintain an [Employment Suitability Clearance \(ESC\)](#) and an [AGSVA Security Clearance](#) in order to access departmental assets.

## Our ideal candidate

We are seeking highly motivated and experienced professionals to join our team at the Executive Level 1 (EL1) in the Character and Cancellation Branch. In this leadership position, you will play a key role in driving strategic outcomes, managing complex work programs, providing high-level advice to senior executives and stakeholders, and preparing complex decision records and submissions.

As an EL1 in the Character and Cancellation Branch, you will lead a team or a significant work stream, exercise considerable autonomy, and contribute to shaping the direction of your section and branch. Your ability to think critically, communicate effectively, and deliver results will be essential to your success.

We are looking for people who demonstrate the following:

**Self-starters with problem solving skills:** You approach your work from a position of finding out what you don't know using your networks or research. You tackle problems by developing considered options to recommend a way forward. We want self-starters with enthusiasm and energy for their work who balance this with sound judgement, effective consultation and knowing when to escalate and ask for support or advice.

**Collaborative team members:** We want candidates who collaborate effectively to achieve outcomes and through this, create a positive work environment where people operate as a team. You will have experience or the flexibility to join this environment where you will work with peers and colleagues towards common goals.

**Exceptional writing and attention to detail:** You understand that your work will inform senior leaders and Ministers' decision-making, and as a result, you demonstrate a high level of accuracy and thoroughness in your work. We also want leaders who impart knowledge and provide guidance to their teams to ensure the quality, reliability, and consistency of output across all areas of responsibility.

**Relationship management:** Your ability to communicate, listen and negotiate along with sound judgement and analytical skills will be highly valued. You will use these skills, or develop them, to build or maintain productive working relationships with internal and external stakeholders.

**Resilience:** Our work is often high-profile and sensitive. You will be working in a dynamic high-tempo operating environment and at times under pressure. You will show resilience and lead by example in this context while keeping an awareness of strategic issues and escalating appropriately.

**Decision making skills:** You have the skills to critically analyse voluminous material to make decisions based on training you receive and using your professional judgement including evaluating risks in the context of a complex and changing environment.

## Positions

Positions are varied across the Character and Cancellation Branch with vacancies that exist across Australia in the areas of:

- Visa Cancellation Service Delivery and Decision Making
- Assurance and Legal Engagement
- Visa Cancellation Program Management and Enabling/Support

## Visa Cancellation Service Delivery and Decision Making

Visa Cancellation Service Delivery and Decision Making roles operate under broad direction in support of maintaining the integrity of Australia's migration program through the refusal and cancellation of visas. They are responsible for program implementation, aligned with departmental and government strategic priorities.

EL1s within Visa Cancellation Service Delivery functions are responsible for managing teams and developing staff capability, prioritising caseloads and work activities, drafting complex submissions and other material, and overseeing robust quality assurance and clearance processes, including acting as an escalation point for complex or sensitive cases or to resolve issues or roadblocks.

Decision Makers are delegated to make visa cancellation and refusal decisions on behalf of the Minister under relevant legislation, and will use guidance material, policies, procedures and their stakeholder network to inform their decision making. EL1s in these roles demonstrate well-developed writing skills and have a high level of attention to detail.

## Assurance and Legal Engagement

EL1s in the Assurance and Legal Engagement (ALE) area provide legal assurance on Ministerial Submissions to mitigate the risk of legal errors, provide advice and mitigation on litigation contingency in the caseload and guidance to case officers on legal issues. They work closely with key stakeholders in the Department, specifically the Department's Legal Division.

## Visa Cancellation Program Management and Enabling/Support

EL1s within the Visa Cancellation Program Management function are responsible for leading, planning, organising, implementing, controlling and coordinating the visa cancellation and refusal program in line with Ministerial and Departmental objectives, to support and enable service delivery.

Officers will work under broad direction to manage and influence multiple areas of a business or program unit, taking responsibility for the administration of policies, procedures and resources within their control.

They demonstrate comprehensive knowledge of the branch's work priorities and understanding of the legislation, policies and procedures that govern and guide the program. They also prepare briefs for the Minister's office for external response, as well as coordinate and manage program health reporting.

Other enabling functions include governance, risk management and strategy. EL1s in these functions work closely with all parts of the branch and other Departmental areas to progress business improvement and investment options relating to key program inputs including people, systems and processes.

## Recruitment assessment process

Our processes have been designed to attract and select the best person for the roles available. Throughout this process you will be assessed against the core [APS EL1 capabilities](#) as outlined in the Integrated Leadership System (ILS):

- Shapes strategic thinking
- Achieves results
- Cultivates productive working relationships
- Exemplifies personal drive and integrity
- Communicates with influence.
- Demonstrates professional or technical proficiency.

More information can be found on the APSC website: [Integrated Leadership System \(ILS\) | Australian Public Service Commission](#)

This assessment process has two stages, and only short-listed candidates will be invited to stage two:

1. Shortlisting via a one page pitch – please ensure you make this specific to the Character and Cancellation Branch, reviewing the functional descriptions above and tailoring your pitch accordingly.
2. Virtual (Microsoft Teams) interview.

Recruitment within the APS is merit based. We have mechanisms in place to ensure candidates are acting with integrity, which includes not sharing or discussing any information relating to the recruitment assessments, particularly while the process is active. Examples of breaches are sharing information such as assessment questions, responses or having someone complete an assessment on your behalf.

Candidates found to have jeopardised the integrity of the process will be investigated and risk having their application withdrawn. If you are an APS employee, the matter may also be referred for investigation as a suspected breach of the [Code of Conduct](#).

### Shortlisting:

You are required to submit your application via the Department's online recruitment website by 11:59pm on the closing date. Late applications will not be accepted.

As part of your application you will need to provide:

- an up-to-date resume / Curriculum Vitae (CV) – no longer than 3 pages
- a one page pitch outlining:
  - why you are interested in applying for a role within Character and Cancellation Branch
  - how your skills suit the functions within the Branch, referring to above section descriptions if needed. You will be assessed against three criteria: achieves results; communicates with influence; and demonstrates professional or technical proficiency
- details of two referees
- full name and the Job Requisition Number (JR137769) in the footer of any documents being uploaded.

You must ensure you register with an email address that you can access throughout the process, including any periods of leave.

### IMPORTANT:

Your one page pitch must be a minimum 11pt font in MSWord or PDF format. Please do not edit page margins. Any additional text beyond the one page will not be assessed.

If you fail to upload a one page pitch, you will be automatically disqualified from the assessment process.

We encourage you to write your own written response document, rather than calling on an AI generated response. This is because this will best simulate the day-to-day job requirements of the advertised roles (which will often require you to complete your own written work without access to AI tools).

### **Interview (if shortlisted):**

If you are shortlisted, you will be invited to a virtual interview with the selection panel, conducted on Microsoft Teams. Please note the interview will be recorded.

It is highly recommended you make sure your internet connection is stable and Microsoft Teams is working on your computer or phone prior to the interview.

You will be assessed against the remaining three criteria: strategic thinking; productive working relationships; and personal drive and integrity.

## **Merit pool**

The merit pool is a list of candidates who have been found to meet the relevant core capabilities. Candidates in the merit pool may be used to fill current, upcoming and future vacancies across the Character and Cancellation Branch for the next 18 months. The merit pool will also be released to the broader Department and available to other APS agencies, giving them the flexibility to fill future vacancies quickly.

It is important to note that being placed in a merit pool does not guarantee employment or appointment to a particular role. Although it means you have been assessed as having the core capabilities suitable for a role at the APS level you applied for, you should not make any changes to your employment situation until you have been formally issued a Letter of Offer for a position. This is important as you may not receive an offer for several months or even at all. If you are unsuccessful in being placed in the merit pool we will notify you.

## **Job offer**

If you are in the merit pool, any business area within Character and Cancellation Branch that has a vacancy in the next 18 months may review your application to see if you are a good fit for their available role. If they believe you are a suitable match, they will contact you to discuss the opportunity further.

During this conversation, you will have an opportunity to ask any questions about the business area to ensure the role aligns with your expectations and career plans. Once your availability is confirmed, the business area will commence the process for on-boarding.

Once you have successfully cleared the security screening processes, you will be sent a Letter of Offer via email. Please note that this process can take up to 12 weeks.

Over the course of 18 months, you may continue to receive emails to your registered email address about different job opportunities in the Department. Should you no longer wish to receive these emails, you can email [recruitment@homeaffairs.gov.au](mailto:recruitment@homeaffairs.gov.au) and request to be removed from the merit pool.

## **Referee reports**

If you are contacted about a job offer, you may then be requested to provide a referee report from your current (or most recent) supervisor. You will receive further information regarding obtaining and submitting referee reports as required.

## Flexibility

We understand that work life balance is important for everyone. We are committed to providing staff with access to a range of flexible work practices. There are several ways our employees can vary their standard working arrangements to make them more flexible, this includes:

- hours of work (i.e. part time arrangements)
- variable hours outside a standard workday, including on weekends
- patterns of work (including split hours, job share arrangements etc.)
- locations of work (including home based work arrangements).

If you require flexibility, you can discuss this with the respective business area at the time of placement. Consideration for flexibility is merit based and can be approved, declined or amended on reasonable business grounds and operational requirements at any time.

## RecruitAbility

[RecruitAbility](#) is a scheme which aims to attract and develop applicants with disability. Candidates who declare as having a disability, opt into RecruitAbility and meet the minimum requirements for the vacancy may advance to a further stage in the selection process. Merit remains the basis for engagement and promotion.

For employment-related purposes, persons are considered to have a disability if they have a limitation, restriction or impairment which has lasted, or is likely to last, for at least six months and restricts everyday activities.

More information about RecruitAbility can be found on the [Australian Public Service Commission \(APSC\)](#) website.

## Reasonable adjustments

Reasonable adjustments are put in place to remove or compensate for barriers that people may face during recruitment exercises or in the work place.

As part of your online application, you will be asked if you require any reasonable adjustments to participate in this selection process. Candidates who answer 'YES' are asked to provide further information about what assistance they will require to effectively participate. The delegate will consider all requests accordingly.

## Diversity, equity and inclusion

The Department is committed to building and valuing a diverse, professional and empowered workforce that authentically represents the community we serve – a workforce that fosters a culture of inclusiveness and embraces the diversity of its people, such as neurodiversity, differences in cultural backgrounds, race, ethnicity, disability, age, gender and identity or sexual orientation.

We support our staff by realising their full potential through removing employment-related disadvantage and barriers to participation to contribute their best. We drive innovation, performance and productivity by empowering our diverse workforce to utilise the unique skills, ideas, perspectives and qualities that they contribute every day by creating an environment where staff feel valued and safe.

We encourage applications from a broad range of suitably skilled people to deliver our diverse responsibilities and to perform our many complex roles by offering flexible work arrangements, through diversity networks, and by implementing relevant diversity action plans.

The Department's diversity networks provide a platform for staff to come together and connect on workplace culture, diversity and inclusion. Networks are open to all staff and meet regularly in an informal environment

to share information and discuss ways in which to progress important initiatives. Several of our most prominent diversity networks include:

- Indigenous Staff Support Network (ISSN)
- Focus on Ability (FoA) Network
- Lesbian, Gay, Bi-sexual, Transgender, Intersex and Queer (LGBTIQ+) Staff and Allies Network
- Staff Advancing Gender Equality (SAGE) Network
- Culturally and Linguistically Diverse (CALD) Network.

More information about workplace diversity can be found on the [Home Affairs](#) website.

## Tips

**Do your research** – before applying for a position, you may wish to learn more [about the Department](#) and who we are.

**Applying for an APS job** – when applying for an APS role you should review the information from the Australian Public Service Commission (APSC) on “Joining the APS” (Refer [APSC/working-aps/joining-aps](#)), including [Cracking the code. Shape Australia. Create your future](#). This will help you understand the requirements and prepare and complete your application for an APS role.

**Early preparation** – start preparing as early as possible. Avoid submitting your application at the last minute. An extension of time cannot be guaranteed, and is generally only approved in exceptional circumstances.

**Applicant written response** – information on the required skills and capabilities for a role at the APS level of this exercise can be found on the APSC [work level standards \(WLS\)](#).

**CV/Resume** – ensure your CV/Resume is up-to-date and relevant to the role you are applying for. It should be no more than three pages.

**Referees** – always let your referees know you have applied for a position. It is important they are willing and available to provide a written or verbal reference for you. It’s a good idea to provide them with a copy of the Candidate Information Pack as well.

## Enquiries

**Technical Assistance** – if you are experiencing an issue submitting your application online, please email [recruitment@homeaffairs.gov.au](mailto:recruitment@homeaffairs.gov.au) and copy [CACB.Workforce@homeaffairs.gov.au](mailto:CACB.Workforce@homeaffairs.gov.au) for assistance. Include the Job Requisition number (JR137769) and a brief explanation of the issues you are experiencing, including any images of the error/s.

**General** – for all queries in relation to this job opportunity, please contact [CACB.Workforce@homeaffairs.gov.au](mailto:CACB.Workforce@homeaffairs.gov.au)

Please note that this support is only available during business hours.