



Job Role Profile

Client Services Vocational Stream

Job Family:	Service Delivery
Job Function:	Program Delivery
Job Role:	Visa Processing
Job Code:	30000512
Typical Classification Levels for this Role:	APS 3 – APS 6

Typical Duties

Occupants of the Visa Processing job role provide a range of visa services to clients and support relevant programmes.

Duties may include:

- assess and finalise applications, ranging in complexity, in accordance with relevant legislation and policy, and record information about client contact, escalating and/or referring if necessary
- make evidence based decisions, ranging in complexity, and notify authorised recipient or client
- prepare decision records, complying with note making and record keeping responsibilities
- request outstanding information from clients, business areas and/or external stakeholders in line with business requirements. Depending on the classification, conduct independent research to assist with processing applications and verifying claims
- initiate, promote and maintain relationships with stakeholders, liaising as required to ensure that legislative and policy requirements are met
- manage and/or conduct quality assurance activities to maintain integrity and consistency of the programme and record keeping, as required
- provide data or information for use in reports, briefs, submissions, risk registers and/or talking points as required. Depending on the classification, provide coordination for this process
- conduct interviews with applicants, using interpreting services where necessary

- depending on the classification, lead and participate in coaching activities to continue professional development and identify development opportunities for subordinates.

General Capabilities

- Ability to identify key risk factors relating to unlawful visa activity and applying risk frameworks to assess risk
- Ability to identify and apply relevant legislation and policy
- Ability to leverage available information and resources to inform decision making
- Exercise judgment and an objective assessment of risk to inform overall decision-making
- Ability to make a decision which is logical and balanced in accordance with relevant legislation and policy
- Ability to apply technical knowledge and expertise in a dynamic working environment
- Organise work, sets priorities and completes tasks within set timeframes. Successfully manage competing priorities and changing timeframes
- Develop and maintain relationships with teams and stakeholders based on trust
- Effectively manage conflicts and difficult situations with professionalism
- Display customer service skills, providing accurate, timely, consistent and appropriate outcomes
- Monitor own performance, access opportunities for ongoing development and is appropriately responsive to feedback
- Show attention to detail, an ability to ask appropriate questions and act on information received
- Engage effectively with individuals from culturally and linguistically diverse backgrounds and is able to effectively use interpreting services where required
- Express thoughts, information, technical and professional data clearly; both verbally and in writing
- Communication skills including the ability to adapt the communication style to suit the audience, situation and desired output
- Ability to integrate information from a range of sources to inform understanding and decision making
- Interrogate departmental systems to gather information and record decisions, in line with record management procedures

Other Information

Requirements may include:

- working in a fast-paced environment and dealing with clients
- working outside the standard/core hours.

Requirements of Job Role

Mandatory Requirements

Mandatory requirements are required under legislation or policy.

- A minimum of Baseline (Protected) level security clearance
- Employment Suitability Clearance (ESC)

Preferred or Expected Requirements

Depending on the role, an understanding (or ability to learn) the following systems:

- Client Search Portal (CSP)
- Compliance Case Management Detention (CCMD)
- Generic Visa Portal (GVP)
- Integrated Client Services Environment (ICSE)
- Integrated Management and Intelligence System (IMtel)
- LEGEND
- Microsoft Suite
- Provider Registration and International Student Management System (PRISMS)
- Total Records Information Management (TRIM)
- Travel and Immigration Processing System (TRIPS)
- Work Management (WMAN)

Depending on the position held within this job role, the occupant is expected to have an understanding of the following:

- relevant sections of the following legislation/regulations and policy, but not limited to:
 - *Migration Act 1958*
 - *Privacy Act 1988*
 - *Electronic Transactions Act 1999*
 - *Australian Citizenship Act 2007*
 - *Public Governance, Performance and Accountability Act 2013*
 - *Freedom of Information Act 1982*
- knowledge of relevant case law
- relevant business processes
- the client visa pathway and experience.

Positions / Job Titles that may fall under this job role type

- Protection Visa Officer
- Visa Processing Officer
- Client Service Officer
- Case Officer

Career Pathways

Other related roles within this job family	Other related roles within this vocational stream	Development opportunities
<ul style="list-style-type: none">• Citizenship Processing• Licensing Assessment	<ul style="list-style-type: none">• Citizenship Processing• Licensing Assessment	<ul style="list-style-type: none">• A range of general and specific visa eLearning courses• Induction for new employees.• Graduate programme (if relevant).• Management and leadership development (internally run courses and eLearning).

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Other related roles within this job family	Other related roles within this vocational stream	Development opportunities
		<ul style="list-style-type: none"> Good decision Making (GDM)

Please note that Job Role Profiles are a representation of the job role requirements and are not representative of individual positions, however position descriptions should be consistent with the Job Role Profile.

Job Role Profiles should be considered in conjunction with the capability framework, and the APS-wide Integrated Leadership System (ILS) and work level standards, which articulate the work requirements and broad duties required to effectively perform at each classification level.

If you have feedback about this job role profile, please email [s. 22\(1\)\(a\)\(ii\)@border.gov.au](mailto:s.22(1)(a)(ii)@border.gov.au)