

Visa Processing Officer

Primary Responsibilities

Under the direction of the Chief Executive Officer – MIA (Ministry of Internal Affairs) and the Officer in Charge, (Overseas Employment Division) - MIA, and supervision of the Principal Employment Officer, the Visa Processing Officer will:

- Liaise with OED team members on the details of the commencement of the recruitment process for the worker groups to be mobilised to meet Australian Approved Employer requirements;
- Liaise with OED team members regarding obtaining documents required for visa processing;
- Coordinate documents for lodging of subclass 403 (Temporary Work (International Relations) Visa – Pacific Australia Labour Mobility);
- Coordinate visa application schedules according to PALM Employer recruitment plans submitted through PLMSP and PALM Coordinator;
- Support Approved Employer to be able to submit visa applications 'on-line' to Australia Immigration as per scheduled date or earlier;
- Respond to any queries or requirements from Immigration Australia;
- Advise Group Leader and/or the relevant group member of any Visa refusal and why;
- Liaise and consult relevant agencies on any uncertainties or potential serious issues that needs further clarification to support visa processes (e.g., Police record or health check);
- Support the Training Unit to assist coordination and scheduling of Pre-Departure Training for the mobilising workers;
- Liaise with OED team members on the need for replacements of workers if this is required during the process;
- Support the interviewing and vetting of new workers (or replacements) based on outcome of interview and update Approved Employer as necessary;
- Conduct briefing with groups of mobilising workers on Letter of Offer/contract from the Approved Employer for individuals to make informed decision to participate in the program or otherwise;
- Convey and consult with Supervisor or Approved Employers on issues and clarifications raised by the mobilising workers and return to the group with the feedback;
- Provide administration support to finalise travel documents for mobilising worker groups when visa processing is complete, and workers are ready to depart;
- Assist with "Check-In" of departing groups at the airport and consult/advise Supervisor of any problems or changes to the list of workers departing at the point of departure;
- Provide timely customer service to assist in providing information and advice to potential and prospective labour mobility workers and the public regarding the PALM scheme; and
- undertake other tasks as reasonably requested by the Deputy CEO, MIA (Head of OED) and the Labour Mobility Engagement Manager.

Scope of the Work

Geographical areas to be covered

The duties of the Employee will be largely carried out in Nuku'alofa, Tongatapu. However, from time to time the Employee may be required to travel to the outer islands of Vava'u, Ha'apai and 'Eua

Target Groups

The Employee, in consultation with the Ministry of Internal Affairs, will be required to consult with relevant stakeholders during the term of this Agreement. Stakeholders will include relevant Government line Ministries, businesses in the private sector, relevant non-government organizations, district officers and community groups and individuals.

Qualifications And Expertise

The Employee is known to possess one or more of the following qualifications and experience:

- Qualification in Management, Social Science, Computer Science or relevant field;
- Up to 2 years of experience working on labour mobility recruitment and mobilisations;
- Excellent communication skills in both Tongan and English;
- A willingness to support work outside of the direct scope of PALM worker mobilisations so as to ensure that required mobilisation processes are complete, timely and efficient;
- Relevant and up to date experience with modern databases and technologies;
- Outstanding attention to detail and analytical thinking skills;
- Experience in supporting the ongoing development and implementation of the Tonga Labour Mobility Operations Manual;
- Skills in the use of Microsoft Office products including Word, Excel, PowerPoint, Outlook;
- Experience in customer service and pay attention to details;
- Strong interpersonal skills; and
- Self-motivated - demonstrates high levels of initiative to plan and manage work to fit both LSU and PLMSP priorities.

Workdays and Hours

The Employee shall have the following work days and work hours: Monday to Friday – 9am to 5pm. The Employee will be based at the Ministry of Internal Affairs, Nuku'alofa.

Intellectual Property

All Project Material developed under this project will be the intellectual property of the Client and Department of Foreign Affairs and Trade in Australia.

Nominated Persons

In relation to the execution of the Employee's duties and any questions relating to the Employee's terms of reference, the Employee shall liaise with and report to the Officer in Charge, Overseas Employment Division

Leinolo Lakai
Overseas Employment Division (Labour Sending Unit)
Ministry of Internal Affairs
Nuku'alofa
TONGA
Office No: (676) 7401854
Email: leinolo.lakai@gmail.com