

**EXPRESSION OF INTEREST (EOI) FOR SHORT-TERM VACANCIES
AT THE LE2 AND LE3 LEVEL**

**ADMINISTRATIVE OFFICER – LOCALLY ENGAGED LEVEL 2 (LE2)
VISA PROCESSING OFFICER - LOCALLY ENGAGED LEVEL 3 (LE3)**

The Department of Immigration and Border Protection (DIBP) at the Australian High Commission, Colombo, is seeking suitably qualified individuals to fill short-term vacancies (for three months to the end of February 2018) and possible future short-term vacancies for the positions of Visa Processing Officer and Administrative Officer.

MAIN DUTIES INCLUDE:

- Provide a wide range of administrative services to the Visa Section of the Australian High Commission.
- Answer routine client inquiries, including telephone and email inquiries relating to visa requirements, escalating complex inquiries, as necessary.
- Assess visa application criteria and make recommendations and decisions on visa applications.
- Translating and interpreting services as required.

QUALIFICATIONS/EXPERIENCE

The following qualifications and experience are required of applicants for both the LE 2 and LE 3 positions:

- Education: Completion of a graduate level is desired.
- Language: Strong written and spoken English and Sinhala are required and proficiency in Tamil is highly desired.
- Flexibility: A willingness and ability to work flexibly including out of hours when required.
- Knowledge: Must have sound Information Technology skills and the capacity to quickly become proficient in High Commission and DIBP systems, programs and policies.
- Skills & Abilities: Have proven organisational abilities and successful workload management practices in order to deliver in a high-pressured environment of tight deadlines and competing priorities, while also maintaining high levels of client service and professional integrity.

EMPLOYMENT CONDITIONS

The successful applicants will be expected to commence as soon as possible.

The salary offered will be:

LE2 position: 360 LKR per hour with a loading of 20% (431 LKR per hour)

LE3 position: 486 LKR per hour with a loading of 20% (584 LKR per hour)

High Commission employees work from 8.30am until 5.00pm Monday to Friday and all employees are subject to our Code of Conduct for Locally Engaged Staff (see attached).

APPLICATION PROCESS

Interested persons should forward their resume (including personal details, work experience and contact details of referees) together with the attached One Page Pitch outlining their knowledge, experience and qualifications in relation to the attributes outlined above to clmb.recruitment@dfat.gov.au by **close of business Tuesday 14 November 2017.**

Please note applicants with the requisite skill set for the position(s) will be placed on the Australian High Commission short-term temporary register from which the successful candidates will be selected. A Sri Lankan Police clearance is required as a pre-condition of employment at the Australian High Commission. Candidates who wish to be considered for this and future short-term roles are encouraged to obtain a police clearance in advance to facilitate commencement as soon as possible.

Please enter “Application – LE2 Administrative Officer” or “Application – LE3 Visa Processing Officer” in the email subject line.

CODE OF CONDUCT FOR LOCALLY ENGAGED STAFF

AUSTRALIAN HIGH COMMISSION, COLOMBO

The Australian High Commission (AHC) expects Locally Engaged Staff (LES) to observe the same high standard of conduct, probity and integrity as that required of Australia-Based officers. The AHC is the official representative of the Australian Government in Sri Lanka and consequently Australian principles and standards of conduct will apply in the workplace. The key underlying principles of such conduct are:

1. An employee must at all times behave in a way that upholds the integrity and good reputation of the High Commission.
2. An employee's personal behaviour, including his or her behaviour outside office hours, must not compromise the good reputation of Australia or the post.
3. An employee's dress and appearance should be in accordance with standards appropriate to his or her duties.
4. An employee should not be under the influence of alcohol, drugs or other prohibited or performance impairing substances in the workplace.
5. An employee must behave honestly and with integrity in connection with his or her employment with the High Commission.
6. An employee must not use his or her official position to influence improperly or try to influence colleagues or members of the public by giving or receiving gifts or by entering into financial or other arrangements with them.
7. An employee must act with care and diligence in connection with his or her employment with the High Commission.
8. In his or her duties an employee must:
 - be fair and impartial;
 - give persons likely to be affected by a decision an opportunity to have their case considered;
 - be prompt;
 - explain the reasons for action/decisions; and
 - at all times act according to local law and applicable Australian law.
9. An employee, when acting in the course of his or her employment with the High Commission, must treat members of the public and colleagues with respect and courtesy, and without coercion or harassment of any kind.
10. An employee must:
 - treat members of the public and colleagues equitably and fairly, regardless of their sex, marital status, ethnicity, age, sexual orientation, disability or religious beliefs or any other similar ground;
 - be professional and courteous at all times; and
 - provide assistance to the public and to help them understand their entitlements and obligations.
11. An employee must comply with any lawful and reasonable direction given by a person in High Commission who has the authority to give the direction.
12. Employees are at all times subject to the authority of the HOM/HOP and the staff member in charge of the section in which they are employed.

13. The relevant A-based or LES supervisor has the primary responsibility for ensuring that the required standards of conduct and work performance are met and maintained by LES.
14. An employee must maintain appropriate confidentiality including about information obtained during the course of his or her employment.
15. An employee must not disclose official information to any person unless authorised to do so in connection with his or her duties.
16. An employee must not misuse information obtained in connection with his or her duties, including taking advantage of another person on the basis of information held about the person in official records.
17. An employee must disclose, and take reasonable steps to avoid, any conflict of interest, either real or apparent, in connection with his or her employment in the High Commission, including in relation to any outside employment and/or business activities.
18. An employee must seek and obtain the permission of the HOM/HOP before engaging in outside employment.
19. The HOM/HOP may not grant permission to engage in outside employment which is incompatible with the employee's duties on behalf of the High Commission.
20. An employee who has an interest, financial or otherwise, including in respect of family and friends, that could conflict with the proper performance of his or her duties must disclose this interest to his or her supervisor and take whatever action is necessary to avoid that conflict.
21. An employee must use the resources of the High Commission in a proper manner.
22. An employee must be scrupulous in the use of official money, human and other resources.
23. An employee is required to avoid waste or extravagance in the use of the High Commission's resources.
24. An employee has a responsibility to care for and maintain the High Commission's property.
25. The property of the High Commission is to be used for official purposes only, and is to be used efficiently and effectively.
26. An employee must not, in connection with his or her employment in the High Commission, provide false or misleading information in response to a request for information that is made for official purposes.
27. An employee is expected to exercise reasonable care in giving written or oral information or advice and take reasonable steps to ensure that the information provided is accurate.
28. Where there are doubts about the reliability of information this should be checked with a supervisor.
29. Where the information being given is of an interim or conditional nature, this should be made clear.
30. An employee must not make improper use of inside information, or the employee's duties, status, power or authority in order to gain, or seek to gain, a benefit or advantage for the employee, or for any other person, including the acceptance of gifts, benefits, sponsored travel, hospitality, accommodation, hire car costs and entertainment.
31. These restrictions also apply to the families of employees, where the gift or benefit is a direct result of the official duties of the employee.
32. Gifts or benefits should generally not be accepted. In cases where not accepting the gift or benefit would cause offence to an extent that could adversely affect Australia's interests, a gift or benefit can be accepted only with the written approval of the HOM/HOP. Otherwise, the gift or benefit must be refused or returned.
33. If in doubt about whether or not to accept a gift or benefit, the matter should be discussed with the employee's A-based supervisor.
34. A bribe is a gift given or offer made with the intention of influencing an employee to take or not to take a specific action. An employee who is found to have accepted a bribe will be subject to disciplinary action, including possible dismissal.
35. Money must never be accepted as a gift.
36. An employee in connection with his or her employment at the High Commission, must not promise, offer or give any bribe to colleagues with the aim of influencing a decision or influencing a colleague to commit misconduct or fraud.
37. An employee must not promise, offer or give any bribe to colleagues connected with management, disbursement or collection of High Commission funds with the intent of influencing a decision or action

on any question or matter related to their functions, or influencing them to commit, aid or abet in committing any fraud.

38. An employee must not engage in deceitful actions aimed at gaining a benefit or avoiding a liability.
39. An employee must not engage in fraudulent conduct. This includes deceitful or other dishonest conduct, involving acts of omission or the making of false statements, orally or in writing, with the object of obtaining money or other benefit, or of evading liability, from the High Commission.
40. In particular, employees who are entrusted with the handling of High Commission, funds or property must not:
 - accept any compensation or reward in connection with the performance of their duties other than their prescribed salary and entitlements;
 - conspire or collude with any other person to defraud;
 - permit or condone any violation of the law by any person;
 - willfully make or sign any false entry on any document or willfully make or sign any false certificate or return; or
 - demand, accept or attempt to collect directly or indirectly, for themselves or others, as payment or gift any sum of money, any benefit or any other thing of value.
41. An employee must comply with any other requirement that is prescribed by the High Commission.
42. An employee who is found to have breached this Code will be subject to disciplinary action, including possible dismissal.

The rules for conduct which apply to employees are explained in detail in the Department of Foreign Affairs and Trade's Conduct and Ethics Manual which will be available to the successful candidate for further reference.