

Team Leader (DIBP) – Tehran – November 2017

Agency	Department of Immigration and Border Protection
Position number	60021408
Title	Team Leader (DIBP)
Classification	LE5
Section	Permanent Migration Section
Reports to (title)	Second Secretary / Senior Migration Officer

Under general direction of the SMO, Team Leaders manage the workflow and performance of the Family Team by monitoring quality, ensuring service standards are met, preparing statistical reporting, mentoring and training team members, as well as providing regular team performance feedback

POSITION DESCRIPTION

Working directly to the Second Secretary / Senior Migration Officer, the Team Leader is responsible for managing the workflow and performance of the Family Team by monitoring quality, ensuring service standards are met, preparing statistical reporting, mentoring and training team members, as well as providing regular team performance feedback in the Immigration Section of the Australian Embassy. The key responsibilities include but are not limited to:

- manage a team and their performance through supervising, mentoring, training and feedback to team members
- undertake performance management of team members, including addressing issues of underperformance, in consultation with SMO
- monitor and report on team outputs and outcomes and assist team members to progress overdue cases to finalisation
- develop and implement workflow strategies
- support the strategic direction led by the SMO while promoting and driving a positive climate of change and continuous improvement
- communicate effectively with clients, stakeholders and colleagues
- assess applications and prepare refusal decision records in a fair, reasonable and lawful way, including sensitive and complex cases, applying knowledge and understanding of the *Australian Migration Act (1958)* and associated policy. Prepare other written documentation, including correspondence and submissions. Undertake thorough investigations and integrity checks as required. Record case-notes accurately and concisely to provide a clear and accurate history of actions taken and/or advice given on cases and model this behaviour to other team members
- prepare daily case allocations to team members and prepare weekly and monthly reports in an accurate and timely manner
- actively promote improved practices for the delivery of a high standard of quality professional client service
- model appropriate ethical standards and promote integrity in the workplace
- develop and implement strategies to maintain integrity in all aspects of work
- work effectively with the SMO to promote team cohesion
- be technically competent and able to use complex IT systems
- deal with difficult clients and complaints and respond to client enquiries
- provide administrative support
- be able to self-manage workloads to meet team and individual targets

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- undertake overtime when necessary
- other duties as directed

QUALIFICATIONS AND EXPERIENCE

- Bachelor's degree
- Experience working in international or diplomatic organisations/government sector
- Work record of applied initiative, flexibility and the willingness to promote continuous improvement and to participate in, and actively pursue, the implementation of change in the organisation
- Experience working in a high pressure client service environment
- Strong written and oral communication and liaison skills and excellent English language skills

REMUNERATION AND BENEFITS

The terms of employment will be in accordance with the Australian Embassy in Tehran Locally Engaged Staff Terms and Conditions of Employment. Benefits include 20 days recreation leave per year, medical insurance and a performance payment scheme.

Employment will be offered on a contract basis with a starting salary of € 2,269 per month.

Please note, continued employment is subject to successful completion of a 3 month probation period.
