



POSITION JOB DESCRIPTION

Position Title	Immigration Officer
Position Number (HR Use only)	DOL-00-01-706-0
Work Group	Immigration
Work Unit	Visa Services, North Asia Region
Reporting to	Immigration Manager
Location	Manila, Philippines
Salary Band (HR Use only)	(Locally Engaged)

1.0 Vision and values

The Immigration Officer strives to embed the Departments vision and values in every day behaviour:

VISION	New Zealand thriving through people and work
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VALUES	
Integrity (Kauaunau)	Fairness, courage, and doing what we say
Respect (Pono)	Valuing and supporting each other and the public
Excellence (Hiranga)	Pride and responsiveness

1.1 Role Purpose

An Immigration Officer provides quality immigration decisions and quality client service through effective administration of immigration policy and procedures in accordance with immigration law.

1.2 Accountabilities

Results/Accountability Area	Actions/means by which the results are achieved
Provide quality service to customers	<ul style="list-style-type: none"> ▪ Provide accurate and timely advice and information on all immigration law, policy and procedures to customers in an effective manner ▪ Respond to Official Information requests within statutory time limits ▪ Work as an effective/cooperative member of a team ▪ Build appropriate business relationships with customers (that are in accordance with immigration policies) to develop trust and mutual understanding of immigration policies and procedures. ▪ Conduct seminars (in Tagalog and English) on NZ immigration policies and procedures to inform government officials, agents and clients. ▪ Attend meetings with senior officials and provide accurate and timely interpretation for Branch Manager.

Application processing	<ul style="list-style-type: none"> ▪ Provide accurate interpretation and translation of information where required. ▪ Ensure decision times for visa applications are met in accordance with agreed timeframes. ▪ Ensure accurate and reliable documentation of applications are maintained and updated where appropriate. ▪ Quality recommendations or decisions are provided in accordance with the individual level of delegated authority and the principles of fairness and natural justice.
Risk management	<ul style="list-style-type: none"> ▪ Assess immigration risks associated with applications and apply risk management strategies to eliminate or minimise such risks. ▪ Ensure documents provided with applications are authentic and verified, with on-site verification if necessary. ▪ Ensure checks and quality control procedures are applied in the approval process.

1.3 Corporate Accountabilities

Health and Safety	Employees practice safe work methods, make proper use of safety equipment and help management to eliminate workplace hazards
Treaty of Waitangi	Employees have an understanding of the implications of the Treaty of Waitangi for the position.
Equal Employment Opportunities (EEO)	Employees have an understanding of and commitment to the principles of Equal Employment Opportunities.

1.4 Decision Making Authorities

Human Resources Delegations	None
Financial Delegations	None
Operational	As per Operations Manual A15.4
Budget held	None
Number of staff reporting directly	None
Number of staff reporting indirectly	None

1.5 Role Relationships

Internal relationships	<ul style="list-style-type: none"> ▪ Manager ▪ Staff ▪ Other branches within Immigration
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	<ul style="list-style-type: none">▪ Other Department of Labour work groups
External Relationships	<ul style="list-style-type: none">▪ Immigration Advisers▪ Work with the New Zealand Embassy and other MFAT posts in this region▪ Police, Customs and other Government Departments and agencies▪ Educational institutions and agencies▪ Travel agents▪ Outsourcer

POSITION JOB DESCRIPTION - IDEAL PERSON SPECIFICATION

2.1 Prerequisites for Position

Must be able to gain and maintain Security Classification level	N/A
Must be a NZ Citizen or be a permanent Resident	No - The appointee must be able to secure the legal right to work and / or reside in Philippines.
Must hold or gain practising certificate/warrant	Yes (as per Operations Manual)
Other	Knowledge of Tagalog is desired

2.2 Experience/Knowledge

The ideal appointee will have	<p>Experience/Knowledge</p> <ul style="list-style-type: none"> • assessing written work (applications) and applying policy or business rules to make decisions; • using computer based systems • customer service fundamentals ▪ working in a positive way with all people of differing cultural backgrounds, gender and abilities; and ▪ working effectively without direct supervision, managing and organising fluctuating workloads in sometimes stressful situations <p>Skills:</p> <ul style="list-style-type: none"> ▪ good oral communication and interpersonal skills, encompassing putting the other party at ease, active listening, questioning, and summarising; ▪ good writing skills, that is the ability to present ideas, information and advice, in a way that is understandable and acceptable by a range of audiences; ▪ consistent decision making skills; ▪ good keyboard skills; ▪ sound analytical skills; and ▪ a range and level of the competencies required for the full performance of the role (see section 2.3 below) which will complement the existing team. <p>Personal attributes:</p> <ul style="list-style-type: none"> • integrity in all transactions and interpersonal contacts; • energy and determination to achieve with a sense of urgency; • sensitivity to individual, gender and cultural differences in colleagues and clients • ability to learn from new experiences and situations • attention to detail
Educational Attainment	A broad general educational background with completed tertiary study.

2.3 Capabilities for this position

The Department of Labour behavioural capabilities are listed below. The 19 capabilities are separated into three clusters; people, self and task. Up to nine key capabilities for success in this role have been defined and marked below with a ☒.

Capabilities		Definition	
People Cluster – Capabilities related to individuals interpersonal behaviours.			
<input checked="" type="checkbox"/>	1	Collaboration	Works openly and harmoniously within teams and with others outside their area. Shares knowledge and ideas. Shows consideration and respect for others, valuing the different perspectives they bring to their work.
<input checked="" type="checkbox"/>	2	Acting with Integrity	Builds trust with others by being fair and open in their dealings, keeping agreements, being consistent in their actions and maintaining confidentiality.
<input type="checkbox"/>	3	Leading	Steps up to challenges, demonstrates commitment to their work and is a role model to others. Provides guidance formally and informally.
<input type="checkbox"/>	4	Building Relationships	Projects credibility and builds rapport to establish effective working relationships with others. Manages differences of opinion with tact and diplomacy.
<input type="checkbox"/>	5	Influencing	Gains agreement and commitment from others. Persuades and negotiates in a positive manner to achieve Departmental goals.
<input checked="" type="checkbox"/>	6	Communication	Expresses opinions, concepts and information in an uncomplicated manner using a variety of communication styles to suit the audience.
<input checked="" type="checkbox"/>	7	Client Focus	Delivers a targeted service to internal and external stakeholders. Works to a high standard and always looks for ways to do things better to deliver public value.
Self Cluster – Capabilities related to how an individual conducts themselves at work.			
<input type="checkbox"/>	8	Self Management	Takes responsibility and is open to development. Remains composed under pressure and recovers quickly from setbacks.
<input type="checkbox"/>	9	Action Oriented	Takes responsibility for own work, recognises opportunities and acts with a minimum of direction.
<input checked="" type="checkbox"/>	10	Drive and Commitment	Shows enthusiasm, determination and resilience. Works to a high standard and achieves results.
<input type="checkbox"/>	11	Adapts to Change	Recognises the opportunities that change presents. Adapts and responds positively to change. At ease working in an uncertain or ambiguous environment.
<input type="checkbox"/>	12	Organisation Awareness	Aware of how the Department functions. Knows how to use formal and informal networks to achieve goals.
<input checked="" type="checkbox"/>	13	Developing Expertise	Eager to engage in learning experiences and build expertise. Learns through self reflection and analysing success and failures.

Task Cluster – Capabilities related to individual’s behaviours when completing tasks.

<input type="checkbox"/>	14	Analysis and Research	Gathers and analyses information to determine relationships, patterns, causes and effects. Identifies options and reaches rational conclusions.
<input checked="" type="checkbox"/>	15	Judgement and Decision Making	Considers the information and options available. Makes timely decisions taking into account the wider context and likely consequences.
<input type="checkbox"/>	16	Strategic Thinking	Recognises the context of the work environment and the factors that impact on the future direction of the Department in their work.
<input type="checkbox"/>	17	Innovation	Produces new ideas and offers insights. Initiates new approaches to improve work practices. Builds on others ideas.
<input checked="" type="checkbox"/>	18	Planning and Organising	Works in an organised and methodical manner to deliver results.
<input checked="" type="checkbox"/>	19	Following Directions and Procedures	Recognises and respects the need for and relevance of policies, procedures and management.