

## POSITION DESCRIPTION

### Position details

Position Title	Immigration Officer
Team/Branch/Group	Visa Services, Immigration New Zealand
Location	New Zealand / Offshore
Date	November 2017

### Our purpose

Our purpose is to grow the New Zealand economy to provide a better standard of living for all New Zealanders. To achieve this, we need a strong, high performing economy, where for example, people (workers, consumers and investors) are protected and aware of their rights and obligations; and the integrity of the environment is maintained.

As one of New Zealand’s largest government agencies, the work we do impacts the lives of all New Zealanders. We work to increase household incomes by helping businesses to be more productive and internationally competitive, increasing opportunities for all New Zealanders to participate in the economy through improved job opportunities, and by ensuring quality housing is more affordable.

This is all echoed in our Māori identity – Hikina Whakatutuki – which broadly means “lifting to make successful”.

### How we work

Our aspiration is that MBIE is a great place to work where great work gets done.

We believe in harnessing the potential of our people and the diverse skills and life experiences they bring to MBIE.

Our targets are challenging and require us to work with others, and across the Ministry (making the most of our size and scope).

Our people will need to adopt a generous disposition and actively seek out opportunities to be purposely collaborative across MBIE. This means asking ‘why not?’ instead of ‘why?’, and leveraging off the collective that is MBIE in the pursuit of goals that stretch right across teams, branches and groups.

We work across government, and New Zealand, in a way that enables us to expand and deepen our understanding of businesses and markets. We use our extensive presence across New Zealand and around the world to make and leverage domestic and global connections.

With our Crown entity partners we work collaboratively with other government agencies; local government; businesses; industry, sector, union and employer groups; consumer groups; Māori leaders; and scientists to develop and deliver fit-for-purpose policy, services, advice and regulation that support people, businesses, communities and regions to be successful.

As the lead agency for providing government services for business, we are focussed on making it easier for business to interact with government.

### Our character

**Shape** We shape the agenda by challenging the status quo, and by generating and adopting new ideas, to bring those ideas to life.

<b>Collaborate</b>	We support each other, engage early and proactively partner in pursuit of shared goals.
<b>Deliver</b>	We have a can do attitude, take ownership, act with purpose, urgency and discipline, take calculated risks, celebrate success and learn as we go.

### **Our structure**

The Ministry comprises around 3,200 staff operating in New Zealand with a further 400 staff in overseas locations.

The Ministry has seven business groups: Building, Resources and Markets; Corporate, Governance and Information; Finance and Performance; Immigration New Zealand; Labour, Science and Enterprise; Market Services; and the Office of the Chief Executive.

The Immigration Officer position reports into an Immigration Manager in the Immigration New Zealand group.

The branches in this group are:

- Business Strategy & Governance
- Compliance, Risk & Intelligence
- Service Design & Performance
- Settlement, Protection & Attraction
- Visa Services

### **Position purpose**

The Immigration Officer is a team member position within the Visa Services Branch in MBIE. The Immigration Officer will bring their business understanding and perspective to work in partnership with their manager and other staff.

The Immigration Officer will be responsible for:

- Making quality decisions that manage immigration risk and contribute to positive immigration outcomes for New Zealand
- Providing specialist immigration advice to clients and stakeholders
- Using judgement to assess and decide visa applications through the effective administration of immigration policy and procedures, and in accordance with immigration law

### **Key relationships**

- Individual Applicants
- Immigration Advisors/Lawyers
- Education Providers
- Other Government Departments
- Internal and External Stakeholders
- Employers
- All managers and staff at MBIE

### **Key accountabilities and deliverables**

Responsibilities of this position are expected to change over time as the Ministry responds to changing needs. The incumbent will need the flexibility to adapt and develop as the environment evolves. This includes performing any other reasonable duties as required.

Key accountability or deliverable	Indicators of success
<p><b>Assess &amp; Decide Visa Applications</b></p>	<p><b>Assess and decide visa applications in accordance with immigration policy, procedures and law including:</b></p> <ul style="list-style-type: none"> <li>• Complying with immigration instructions and following the established Standard Operating Procedures</li> <li>• Using established interviewing, site visit and assessment techniques to obtain all relevant information to make quality and timely decisions</li> <li>• Using judgement to prioritise and make quality recommendations or decisions</li> <li>• Seeking advice from relevant staff or managers for quality assurance purposes or where required and in accordance with procedures</li> <li>• Communicating with stakeholders in a clear, concise, timely manner</li> <li>• Documenting assessment rationale, preparing reports and correspondence</li> <li>• Providing regular updates or reports that inform on progress in achieving planned results</li> </ul>
<p><b>Immigration Advice</b></p>	<p><b>Provide specialist immigration advice including:</b></p> <ul style="list-style-type: none"> <li>• Providing accurate and timely advice on all immigration law, policy and procedures to clients and third parties in an effective manner</li> <li>• Managing client expectations, including: <ul style="list-style-type: none"> <li>○ Outlining the expected application assessment process and timeframe</li> <li>○ Keeping the client up to date on the status of their application</li> </ul> </li> <li>• Recording all client or third party interactions in relevant data bases or tools</li> <li>• Identifying, preparing or contributing to responses to information requests under relevant legislation e.g. Privacy Act and Information Act</li> <li>• Proactively taking responsibility for keeping up to date with changes including relevant policy, procedures and law</li> </ul>
<p><b>Risk identification and mitigation</b></p>	<p><b>Identify and proactively manage, and/or escalate risks regarding processing of visa applications and decisions including:</b></p> <ul style="list-style-type: none"> <li>• Following the established risk assessment and management processes</li> <li>• Escalating risks to relevant senior staff where required and in accordance with Standard Operating Procedures</li> <li>• Using risk mitigation, verification processes and profiling tools/systems to manage risk for application assessment and document findings in relevant systems and tools</li> <li>• Managing all application related material securely in accordance with the relevant legislation</li> <li>• Proactively identifying trends in risks and communicating them with relevant staff or managers</li> </ul>
<p><b>Quality &amp; Assurance</b></p>	<p><b>Provide quality and assurance support as required including:</b></p> <ul style="list-style-type: none"> <li>• Following the established quality management framework</li> <li>• Proactively identifying opportunities for continuous improvement and participating in team/office quality initiatives</li> </ul>

Key accountability or deliverable	Indicators of success
<b>Administration Support</b>	<p><b>Complete administration support functions including:</b></p> <ul style="list-style-type: none"> <li>• Checking and/or distributing information for internal and external stakeholders</li> <li>• Providing file management support for physical/electronic files</li> <li>• Liaising with customers, third parties and stakeholders to obtain further information or answer queries</li> <li>• Completing data entry</li> </ul>
<b>Self-Development</b>	Taking responsibility for own professional development, including working with managers, and seeking opportunities to learn and grow
<p><b>Safety and wellbeing</b>  <i>Manages own personal health and safety, and takes appropriate action to deal with workplace hazards, accidents, incidents and near misses</i></p>	<ul style="list-style-type: none"> <li>• Manages own personal health and safety, and takes appropriate action to deal with workplace hazards, accidents and incidents.</li> <li>• Ensures own and others' safety at all times.</li> <li>• Complies with relevant safety legislation, policies, procedures, safe systems of work and event reporting.</li> <li>• Reports all incidents/accidents, including near misses in a timely fashion.</li> </ul>

### Competencies

<b>Cultivates Innovation</b>	<p><b>Shape the agenda</b>, creating new and better ways for the organisation to be successful, by</p> <ul style="list-style-type: none"> <li>• Coming up with useful ideas that are new, better or unique</li> <li>• <b>Challenging the status quo</b></li> <li>• Introducing new ways of looking at problems</li> <li>• <b>Generating and adopting new and creative ideas</b>, and putting them into practice</li> <li>• Encouraging diverse thinking to promote and nurture innovation</li> </ul>
<b>Nimble Learning</b>	<p>Actively learn through experimentation when tackling new problems, using both successes and failures as learning fodder, by</p> <ul style="list-style-type: none"> <li>• <b>Learning as we go</b>, when facing new situations</li> <li>• Experimenting to find new solutions</li> <li>• Taking on the challenge of unfamiliar tasks</li> <li>• Extracting lessons learned from failures and mistakes</li> <li>• Being flexible and responsive to changes in requirements</li> <li>• Identifying personal learning opportunities</li> <li>• Finding own solutions where possible</li> </ul>
<b>Collaborates</b>	<p><b>Support others</b>, building partnerships and working collaboratively with others to meet shared objectives, by</p> <ul style="list-style-type: none"> <li>• Working co-operatively with others across MBIE, the public sector and external stakeholder groups to achieve shared objectives</li> <li>• Balancing competing interests and priorities appropriately and in line with MBIE's priorities</li> <li>• Identifying, <b>engaging early</b> and partnering with relevant stakeholders to get work done</li> <li>• Crediting others for their contributions and accomplishments</li> <li>• Gaining trust and support of others</li> <li>• Addressing behaviours that do not align with our culture</li> <li>• Seeking and respecting the views and opinions of others</li> <li>• Providing timely and helpful information to others across the organisation</li> </ul>
<b>Customer Focus</b>	<p>Build strong customer relationships and delivering customer-centric solutions, by</p> <ul style="list-style-type: none"> <li>• Gaining insights into customer needs</li> <li>• Delivering quality, accurate, timely service and customer focussed solutions</li> <li>• Identifying opportunities that benefit the customer and will improve service</li> </ul>

	<p>delivery</p> <ul style="list-style-type: none"> <li>• Building and delivering solutions that meet customer expectations</li> <li>• Establishing and maintaining effective customer relationships</li> <li>• <b>Pro-actively partnering in pursuit of shared goals</b></li> <li>• Actively seeking and responding to customer feedback</li> </ul>
<b>Action Oriented</b>	<p>Take on new opportunities and tough challenges with <b>purpose, urgency and discipline</b>, by</p> <ul style="list-style-type: none"> <li>• Readily <b>taking ownership</b> and action on challenges, without unnecessary planning, and being accountable for the results</li> <li>• Identifying and seizing new opportunities</li> <li>• Displaying a <b>can-do attitude</b> in good and bad times, and <b>celebrating success</b></li> <li>• Stepping up to manage tough situations and encouraging my colleagues to do the same</li> </ul>
<b>Decision Quality</b>	<p>Make good and timely decisions that keep the organisation moving forward, by</p> <ul style="list-style-type: none"> <li>• Making sound decisions, even in the absence of complete information</li> <li>• Relying on an appropriate mix of analysis, wisdom, experience and judgement to make valid and reliable decisions</li> <li>• Considering all relevant factors and using appropriate decision-making criteria and principles, <b>taking calculated risks</b> where required</li> <li>• Recognising when a quick 80% solution will suffice, and when it will not</li> <li>• Analysing information to make effective decisions in order to improve performance</li> </ul>
<b>Organisational commitment and public service</b>	<p>Role models the standards of Integrity and Conduct for the State Services Contributes to the development of, and helps promote and builds commitment to MBIE’s vision, mission, values and services, by</p> <ul style="list-style-type: none"> <li>• Willingly undertaking any duty required within the context of the position</li> <li>• Managing own personal health and safety, and takes appropriate action to deal with workplace hazards, accidents and incidents</li> <li>• Understanding Equal Employment Opportunities (EEO) principles and the application of these to MBIE</li> <li>• Complying with all legislative requirements and good employer obligations</li> </ul>

#### Personal specifications

##### Skills and Experience

- Ability to work effectively without direct supervision
- Ability to manage and organise fluctuating workloads in a fast paced and ever-changing environment
- Experience in using information systems and computer technology
- A positive attitude working with people of different cultures, gender and abilities
- Consistent decision making skills
- Effective written and oral communication
- Ability to develop trust and credibility with managers and staff
- Understands the role within MBIE and how it contributes to MBIE’s purpose
- Able to obtain and maintain an Immigration Officer Warrant
- The ability to gain and maintain a national security clearance as required
- Must be a NZ citizen or hold a residence class visa (if the role is located in New Zealand)
- Must have the legal right to live and work in the country in which this position resides (if the role is located outside of New Zealand)