

Australian High Commission, South Africa**Vacancy – Visa Processing Officer / Decision-Maker**

The Australian High Commission in Pretoria invites applicants to apply for a locally engaged Visa Processing Officer / Decision-Maker for the Department of Home Affairs. Employment is determined by an open, merit-based selection process. This vacancy is to create a pool of suitable candidates to fill potential future position/s opening over the next 12 months.

The Department is responsible for centrally coordinated strategy and policy leadership in relation to domestic and national security arrangements, law enforcement, emergency management, counter-terrorism, social cohesion, the protection of our sovereignty, the integrity of our border and the resilience of our national infrastructure.

Within the Department, Immigration Programs Division delivers Australia's permanent migration and temporary visa programs. The Division is responsible for the processing of visa applications in the permanent Skilled and Family streams and visitor, student, working holiday and temporary skilled visa programs. Delegated decision-makers facilitate the entry of migrants and visa holders while maintaining program integrity and Australia's border security.

About the position

Visa Processing Officers provide visa and associated administrative support to a Visa Processing Team. Visa Processing Officers work under the general direction of a Team Leader to review, progress, assess, and finalise varying aspects of visa applications. The position applies relevant legislation and policy to support lawful and fair decisions. The position contributes to the administrative functions of the office to ensure smooth flow of applications, documents, and processes.

The key responsibilities of the position include but are not limited to:

- Undertake visa related casework (assess, investigate, decide) for temporary entry to Australia, applying the relevant legislation and policy to make lawful and fair decisions in accordance with the relevant guidelines and regulations.
- Apply and interpret relevant legislation, policies and procedures to process visa applications, within service standards in a pressured environment, escalating sensitive and more complex cases to senior staff in accordance with office protocols.
- Prepare moderately complex written documentation for visa applicants and client correspondence and request and review additional information to support visa applications.
- Develop and maintain relationships with internal and external stakeholders including with local authorities and visa delivery teams to achieve departmental business objectives.
- Prepare recommendations for senior staff with logical and justifiable reasoning.

- Organise and take responsibility for own workload, working cooperatively and harmoniously to deliver services in accordance with service standards and program outcomes.
- Support risk management strategies and integrity standards in visa processing, including by maintaining knowledge of risk profiles and indicators in caseloads and reporting integrity concerns and trends.
- Provide general administrative support and back up as required.

Qualifications/Experience

- Strong written and oral English communication skills
- Demonstrated sensitivity to the needs of clients from a variety of backgrounds and with varying demands. Such situations may include telephone interaction, interviews, preparing reports and correspondence.
- Demonstrated ability to respond and adapt to change, apply initiative, flexibility, and willingness to pursue continued improvement in the context of change within the organisation
- Highly developed time management skills, both individually and as part of a team, and the ability to work effectively, cooperatively, and flexibly in a team environment to respond to priorities and meet deadline
- Demonstrated analytical skills with an ability to use multiple datasets and/or interpret and apply complex legislation and apply sound judgement in all cases.

Package and remuneration

The successful applicant will be employed at the Locally Engaged LE3 salary level range of **ZAR 341 436.00 – 399 444.00** per annum and in accordance with the LES Terms and Conditions 2021.

Application Guidelines

To apply for the Visa Processing Officer / Decision Maker position, **you will need to address the key responsibilities and qualifications/experience in a 500-word pitch.** The panel will not assess responses that exceed the word limit. Drawing on your prior experience, please provide **examples** of where you have demonstrated the required competencies or transferable skills.

You will also need to upload your **curriculum vitae (CV, no more than two pages)** outlining your professional and academic background. Your CV should include the names and contact details of **two professional referees** who can validate and support your application.

Applications that do not include a CV and/or address the key responsibilities and qualifications/experience will not be considered.

Applicants are required to hold South African citizenship, permanent residency, or the requisite work permit for South Africa.

Only shortlisted candidates will be contacted for an interview. If you have not received any communication from the Human Resources Section of the Australian High Commission within four weeks after the close of applications, please consider your application unsuccessful. Thank you for your understanding and interest in working at the Australian High Commission in Pretoria.

Applications must be submitted through the Australian High Commissions' official link [Department of Home Affairs – Visa Processing Officer PN: PRET032 – LE3](#) by **11.30 pm Pretoria time on 09 August 2026**