

Australian High Commission, South Africa**Vacancy – Team Leader Temporary Visas**

The Australian High Commission in Pretoria invites applicants to apply for a locally engaged Team leader Temporary Visas for the Department of Home Affairs.

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

Under general direction of a Senior Migration Officer, the Team Leader manages a team of Visa Processing Officers and a Senior Visa Processing Officer responsible for the assessment and finalisation of visitor, transit and medical treatment visa applications.

The Team Leader conducts quality checking/assurance activities to ensure that decisions are made according to the legal/regulatory requirements and provides a high level of client service to applicants, stakeholders and colleagues. The position ensures analysis and reporting requirements are delivered and performance standards and targets are met.

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

- Supervise and lead the visitors team, including managing performance, providing feedback, identifying and delivering training, and implementing workflow improvements.
- Ensure risks associated with visa applications are assessed and that potential fraud matters are appropriately escalated including providing recommendations and risk mitigations to senior management.
- Manage individual and team workloads effectively to deliver services in line with service standards and program outcomes, using caseload management tools to meet targets while maintaining a strong client focus.
- Manage, monitor and report on caseload trends and outcomes, identify policy issues, and contribute to the development of policies, procedures, and work practice improvements.
- Assess complex and sensitive visa applications and escalated cases to ensure compliance with legislation and policy requirements, including conducting investigations and sensitive client interviews in accordance with departmental procedures. Handle confidential documents, client information, and personal identifiers with a high degree of confidentiality and privacy.

- Interpret and provide high level advice on relevant migration legislation and policies to assess and provide advice on complex cases to assist staff to make high quality and timely decisions within service standards in a high-pressure environment, escalating sensitive or complex matters where required.
- Prepare high level and complex reports, case notes, interview records, decision documentation, correspondence, and other immigration-related material in accordance with departmental guidelines.
- Develop, maintain and strengthen relationships with a range of stakeholders, including service delivery partners, Home Affairs staff in Australia, overseas posts and visa delivery teams to resolve issues and achieve departmental objectives.
- Contribute to the effective management of resources, outputs, and operational objectives and identify opportunities to streamline processes and optimising efficiencies.
- Perform other duties and back up as required.

Qualifications/Experience

- Strong written and oral English communication skills.
- Demonstrated ability to manage teams effectively, including developing staff capabilities and performance management strategies when required.
- Demonstrated sensitivity to the needs of clients from a variety of backgrounds and with varying demands. Such situations may include telephone interaction, interviews, liaison, and representation, preparing reports and correspondence.
- Demonstrated ability to drive change, apply initiative, flexibility, and willingness to pursue continued improvement 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 deadlines.
- 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 LE5 salary level range of ZAR 637 560.00 – 745 836.00 per annum and in accordance with the LES Terms and Conditions 2021.

Application Guidelines

To apply for the Team Leader - Temporary Visas 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 – Team Leader \(Visas Temporary\) PN: PRET048-LE5](#) – by **11.30 pm Pretoria time on 09 August 2026**