

FIJI IMMIGRATION DEPARTMENT

ROLE DESCRIPTION: IMMIGRATION OFFICER – CITIZENSHIP

CORPORATE INFORMATION

- 1. Salary Range*:** \$24,261.72 - \$30,615.98 (BAND F)

*Additional performance payments may be available for our highest performers, in accordance with the Public Service Commission guidelines

- 2. Contract Term:** Permanent Appointment

- 3. Duty Station:** Suva

- 4. Reporting Responsibilities:**

- a) Reports To:** Manager Passport and Citizenship

- b) Liaises With:** Internal and External Stakeholders.

- c) Subordinates:** Citizenship Officers and Immigration Inspectors Permits

POSITION PURPOSE

The position is responsible for the processing of all citizenships applications, citizenship clearance and referral duties to support Fiji Immigration legislative requirements.

KEY RESPONSIBILITIES

The position will achieve its purpose through the following;

1. Effective and timely processing of all citizenship applications, citizenship clearance and referral duties.
2. Provide accurate and timely advice and responses of all enquiries to the general public, customer and stakeholder.
3. Compiling citizenship application data and present on monthly reports.
4. Monitoring and maintain appropriate management of all citizenship files and records, for audit and accessibility purpose.
5. Actively contribute to all corporate requirements of the Ministry such as planning, budgeting and Human Resources Management activities where required.

KEY PERFORMANCE INDICATORS

1. All agreed citizenship processes and services are delivered within agreed timeframes, and compliant with relevant processes, legislation and policies.
2. All reports are submitted within the agreed timeframes, and meet the standard reporting requirements, including analytical trends, analyses of data and any recommendations for improvements; and
3. Timely and accurate delivery of services that support customer/stakeholders requests and/or requirements, compliant with standard operating procedures.
4. All staff are supervised, supported and mentored for active professional participation and timely achievement of individual work plan objectives that support the implementation of (business plan) activities

PERSON SPECIFICATION

In addition to a degree in Management and Public Administration (or equivalent experience) relevant to Immigration, the following Knowledge Skills, Experience and Abilities are required to undertake this role

Knowledge and Experience

1. At least 2 years' work in an immigration related environment
2. Sound knowledge and understanding of Immigration Legislation applicable to Fiji.
3. Practical working experience, supervising and monitoring staff performance and reporting to management on daily operations.

Skills and Abilities

1. Good communication skills and the ability to tactfully deal with stakeholders
2. Ability to follow guidelines and meet set timeframes
3. Good interpersonal and representational skills
4. Demonstrated ability to work cooperatively within a team environment
5. Capacity to utilize computer programs to support daily operations
6. Service oriented approach, with a commitment to supporting the operational and corporate environment of the organization.

Personal Character and Eligibility

Applicants for employment within the Fiji Civil Service must be Fijian Citizens, under the age of 60, in sound health with a clear police record. The successful applicant will be required to provide a medical certificate and police clearance prior as a condition of employment.

The Ministry is an Equal Employment Opportunity Employer. Applications are encouraged from all eligible, qualified applicants. Only the specific knowledge, experience, skills and abilities required for the job will be considered in assessing the relative suitability of applicants.