



## **Position descriptions**

### **Immigration Officer**

The Immigration Officer is a team member position within the Visa Services Branch in MBIE.

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

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.

### **Technical Advisor**

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

The Technical Advisor is responsible for:

- › Providing specialist, technical support in relation to the assessment of visa applications through the effective administration of immigration policy and procedures and in accordance with immigration law.
- › Ensuring quality and consistency of advice and practices in relation to their team or office's work.
- › Providing technical training and support.
- › Providing operational and functional assistance to managers.
- › Using experience to provide support to the team and the wider office.
- › Managing sensitive, complex and challenging cases.
- › Enhancing team capability through buddying, coaching and sharing experiences.
- › Demonstrating leadership skills to support the management team.

### **Immigration Manager**

The Immigration Manager is a team leadership position in MBIE. The Immigration Manager will bring their business understanding and perspective to work in partnership with other managers and staff.

The Immigration Manager is responsible for:

- › Leading a team of visa processing staff to ensure visa applications are assessed and decided through the effective administration of immigration policy and procedures, and in accordance with immigration law
- › Leading the implementation of work programmes, performance target and new initiatives for their team, together with supporting measurement, monitoring and reporting mechanisms
- › Managing work allocation and workload monitoring across the team to achieve business objectives



- › Establishing clear accountabilities and expectations for their team – and coaching and developing staff to enable them to achieve performance targets
- › Participating as part of the wider management team for their office to ensure the efficient organisation of people and resources, and drive the improvement of practices and service quality.

### **Visa Operations Manager**

The Visa Operations Manager is responsible for the day to day optimising of product processing and performance, and decision quality.

The Visa Operations Manager will lead a team of Immigration Managers to drive efficiencies and performance improvement to inform quality decision making. The Visa Operations Manager is part of the management team that supports the Head of Operations.

### **Head of Operations**

The Head of Operations (HOO) is responsible for the delivery and leadership of a processing site. They are responsible for visa processing delivery, continuous improvement, process optimisation, and capacity/demand management in the relevant location, drive performance of their product within the processing site.

The Head of Operations assists the National Manager with product leadership, development and optimisation, as well as influencing product improvements based on customer experience. The HOO will support the National Manager with product development, market forecasting and planning and driving a continuous improvement focus their processing site and product(s).

The HOO will support the National Manager to develop and build strong awareness of product competitiveness and development to support the life cycle and effectiveness of product(s) within their site.

### **Verification Officer**

The Verification Officer position provides specialist verification activities including interviews, document verification and third-party checks. This specialist role will use intelligence to support robust immigration decision-making and act as a subject matter expert for customer facing staff to call upon.

The Verification Officer provides high level analysis on risk, issues and trends arising from markets which may affect the integrity of the immigration system. The Verification Officer undertakes robust risk monitoring and review activities to support decision-making that results in positive outcomes for New Zealand, while also providing advice on appropriate risk management strategies to decision-makers.

### **Compliance Officer**

The Compliance Officer role is a regulatory role accountable for preventing, detecting and responding to Immigration Act offending. The compliance team is operationally focused, uniformed and part of a disciplined enforcement body undertaking functions across the INZ operating model.

The team are a multi-skilled responsive unit committed to the highest levels of ethical behaviour, integrity and professionalism working in a highly challenging and changing environment.

The primary focus of the role is determining liability for deportation and deporting individuals who fail to leave New Zealand as set out in Immigration regulations and policy.



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The role willingly undertakes any duty required within the context of the position and manages their own personal health and safety, and takes appropriate action to deal with workplace hazards, accidents and incidents.