

## POSITION DESCRIPTION

### Position details

Position Title	Quota Immigration Officer
Team/Branch/Group	Immigration New Zealand, Settlement, Protection and Attraction, Refugee Unit
Location	New Zealand
Date	November 2017

### Our purpose – grow New Zealand for all

Our purpose is to grow New Zealand for all. Our goal is to create a strong and high performing economy without compromising the integrity of our environment and the safety of our workplaces.

We do this by creating an environment that supports businesses to become more productive and internationally competitive, and by increasing opportunities for all New Zealanders to participate in the economy through improved job opportunities and by ensuring quality housing is more affordable.

These aspirations are echoed in our Māori identity – Hikina Whakatutuki – which broadly means *“lifting to make successful”*.

### How we work

Our targets are challenging and cannot be achieved by the Ministry alone. They require us to work in a way that makes the most of our size and scope and takes advantage of our strengths.

We work 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 operating style is tight-loose-tight. We set sharp, clear expectations (tight); trust and empower our people to deliver (loose), and hold ourselves to account (tight).

### Our character

<b>Shape</b>	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: Strategy and Governance; Corporate Services; Labour and Commercial Environment; Science, Skills and Innovation; Infrastructure and Resource Markets; Immigration New Zealand; and Market Services.

The Quota Immigration Officer position reports to the Immigration Manager in the Immigration New Zealand Business. The role is in the Refugee Quota team, within the Refugee Unit of the Settlement, Protection and Attraction branch of the Immigration New Zealand group.

The functions of the Refugee Unit are:

- The implementation of the New Zealand Refugee Quota Programme, managing the reception centre and delivery of the reception programme at the Mangere Refugee Resettlement Centre, and assessing eligibility under the Refugee Family Support Category
- To process claims to refugee and protected person status for any people who fear returning to a country where they risk serious harm, torture, or cruel, inhuman or degrading treatment or punishment
- To consider cessation and cancellation of refugee and protection status where appropriate
- To promote coordinated responses to refugee issues, capacity building and the ongoing development of policies and best practice in refugee protection
- To provide country-of-origin information which is used to answer questions about the political, social, cultural, economic and human rights situations in countries of interest
- To provide leadership and advice to the Government on refugee and protection issues.

The Refugee Quota team is responsible for implementing the New Zealand Refugee Quota Programme, leading and managing the delivery of the reception programme for Quota refugees, managing and coordinating the delivery of resettlement support services at the Mangere Refugee Resettlement Centre and the transition to settlement communities, and undertaking special projects to improve the planning, delivery, and effectiveness of the Refugee Quota Programme including the refugee reception programme. The Refugee Quota team is also responsible for the provision of administration support services to the managers and staff of the Refugee unit, assessing the eligibility of sponsors, coordinating all work under the Refugee Family Support Category (RFSC), liaison with detained asylum seekers, and overseeing residential support for quota intakes.

## Position purpose

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

The Quota Immigration Officer contributes to the delivery of the Refugee Quota branch through sound assessments and good decision making on residence for those selected under the agreed Refugee Quota. These decisions are made in line with immigration law, policy and procedures and United Nations High Commissioner for Refugees ('UNHCR') guidelines and provide quality decisions that manage immigration risk and contribute to immigration outcomes.

The Quota Immigration Officer is also responsible for determining eligibility for registrations lodged under the Refugee Family Support Category ('RFSC') and for ensuring the quality and timeliness of these decisions.

The Quota Immigration Officer is responsible for ensuring quality and consistency of advice and practices in relation to their contribution to the team's work.

## Key relationships

- New Zealand government agencies involved in the refugee area
- Non-government agencies at the Mangere Refugee Resettlement Centre
- Relevant Refugee Non-Government Organisations ('NGO') GOs, Refugee advocacy and community groups
- Local MPs and Electorate Secretaries
- Refugee lawyers
- UNHCR and the International Organisation for Migration ('IOM')
- Offshore staff in New Zealand Embassies and High Commissions

- Interpreters
- All managers and staff in MBIE
- All managers and staff in the Refugee Unit

Key accountability or deliverable	Indicators of success
<p><b>Critical areas of success</b></p> <p><i>Delivers quality results which contribute to the Ministry's outcomes</i></p>	<p>The Quota Immigration Officer will be required to deliver results in the following areas:</p> <ul style="list-style-type: none"> <li>• Provides quality service to clients through the provision of accurate and timely advice and information on all immigration law, policy and procedures</li> <li>• Applies robust analysis and judgement to high risk/high value immigration applications/registrations for permits and visas, making quality recommendations or decisions in accordance with the individual level of delegated authority, the principals of fairness and natural justice and with an understanding of immigration outcomes</li> <li>• Understands and effectively uses risk management and profiling tools/systems to assess and validate documentation and other types of evidence</li> <li>• Understands the Refugee Convention and relevant protocols and UNHCR Resettlement Guidelines</li> <li>• Makes all necessary preparations for the interview, including analysing Refugee Registration Forms ('RRF') submitted by UNHCR prior to a selection mission and accessing background country information from Country Research Branch, to ensure that all relevant information is obtained and the outcome is fair for the customer</li> <li>• Is prepared to travel overseas to interview refugees for New Zealand's Refugee Quota Programme</li> <li>• Organises overseas selection missions by liaising with UNHCR, obtaining submissions, selecting cases, scheduling interviews, arranging travel and accommodation for the selection team and liaising with IOM to complete case health screening and transport where applicable</li> <li>• Ensures mission preparation and implementation complies with MBIE Health safety and security regulations for offshore travel</li> <li>• Liaises with UNHCR regarding cases, before, during and after selection missions</li> <li>• Attends briefings and meetings with UNHCR, IOM and local New Zealand Embassies or High Commissions</li> <li>• Uses effective investigative and/or interviewing techniques to determine authenticity of information</li> <li>• Identifies and gathers any other information required to make a robust decision in line with immigration instructions including completion of IDME enrolment of all clients during offshore mission and submission of case information to the National Security Check Portal within agreed guidelines</li> <li>• Prepares decision summaries containing analysis of credibility, risk and settlement issues and case reports where required</li> <li>• Liaises ) with other INZ teams and government departments including Identity Services, and the Risk Assessment Team to assess risk and analyse</li> </ul>

Key accountability or deliverable	Indicators of success
	<p>information received from FCC partners</p> <ul style="list-style-type: none"> <li>• Liaises with Immigration Medical Assessors, IOM and Immigration Processing and Travel Officers ('IPT') to assess and finalise medicals in Immigration Health System ('IHS') in line with immigration instructions</li> <li>• Ensures ongoing and regular monitoring of IHS in relation to cases which require further medical testing and assessment</li> <li>• Identifies high and complex needs within caseload and records this information as per agreed process to ensure comprehensive planning is in place for refugee arrivals</li> <li>• Manages all RFSC matters including assessing sponsors' eligibility for registration and responding to enquiries about the policy from stakeholders in a timely manner</li> <li>• Manages and processes all Refugee Quota Family Reunification ('RQFR') and dossier cases including assessing sponsor's eligibility, preparing interview templates, liaising with IOM to conduct interviews with families, assessing and deciding cases, liaises with families, IOM and IPT colleagues to organise travel</li> <li>• Liaises with NGOs to arrange home assessments for RQFR cases</li> <li>• Manages all allocated cases to ensure timely processing</li> <li>• Works as an effective/cooperative member of a team</li> <li>• Communicates effectively with external and internal stakeholders</li> <li>• Prepares monthly reports on progress in achieving planned results</li> </ul>
<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>	<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>• Being solution focussed to address challenges and issues as they arise</li> <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>• Flexible in their approach to the work and manage changing priorities</li> <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> </ul>

	<ul style="list-style-type: none"> <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>Works collaboratively across the Refugee Unit and contributing to the broader work of the Unit.</li> <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>Listening to customers to understand their needs and shape delivery where possible to meet their needs.</li> <li>Delivering quality, accurate, timely service and customer focussed solutions</li> <li>Identifying opportunities that benefit the customer and will improve service delivery</li> <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>Proactively identifies opportunities for improvement and works with management and the team to deliver changes.</li> <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>
<b>Personal specifications</b>	
<ul style="list-style-type: none"> <li><b>Skills and Experience</b></li> <li>Previous experience in delivering services in a complex environment requiring effective case management and excellent writing skills</li> <li>Previous experience in complex interviewing (including probing challenging and concise reporting) and making sound judgement</li> <li>Excellent analytical skills</li> </ul>	

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- Ability to make consistent, recommendations, conclusions and decisions
  - Highly developed written communication and report writing skills
  - Knowledge of Immigration law, policy and procedures An understanding of the functions and philosophies of the Immigration New Zealand
  - Knowledge of current Immigration law, policy, procedures and guidelines
  - Knowledge and understanding of the UNHCR 1951 Convention relating to the Status of Refugees and the 1967 Protocol.
  - Knowledge and understanding of the UNHCR Refugee Resettlement Guidelines
  - Knowledge of Risk management tools and approaches
  - Knowledge of developing risk profiles to identify and manage actual and potential risks
  - Knowledge of fraud management including identification of fraud and verification
  - Good computer and keyboard skills including Windows experience (Word, Excel, Outlook, Access)
  - In addition to English a knowledge of a language of a major client group of INZ and/or exposure to overseas travel or other cultures would be an advantage
  - A tertiary qualification or relevant equivalent experience
  - 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)
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