

Regional Migration Visa Contract Manager

Summary

RDA Sydney is part of a national network of organisations in receipt of funding from the Federal government to deliver a Charter of economic growth, investment attraction and jobs creation for the regional NSW. RDA Sydney's purpose is to lift the profile of the NSW RDA network's capabilities and local intelligence with capital city based decision makers and influencers regarding regional policies, investment opportunities and challenges. There are 14 RDAs in NSW covering geographically the whole state with each region having their own strengths, opportunities, and challenges.

As a workforce attraction strategy, the NSW RDA network is engaged in administering the 491 Visa application process on behalf of the NSW Government.

1. Position summary

1.1 The **Regional Migration Visa Contract Manager's** role is pivotal in ensuring the successful delivery of the NSW Government 491 Visa Contract. The role involves being the liaison point between the 14 NSW RDAs and NSW Business & Skilled Migration within the Department of Enterprise, Trade, and Investment (DEIT). The Contract Manager will be responsible for monitoring performance of the individual RDAs and supporting with any issues that may arise. The role also involves providing training of new staff and responding to questions about the 491 Visa application process in a timely manner. The position may involve discussions with applicants and/or their agents with due considerations to having appropriate protocols in place to protect local communication channels with applicants and agents.

Oversight of this role and the Contract is through a Governance Committee which is composed of six NSW RDA Chairs and RDA Sydney as members.

On a day-to-day basis the role reports directly to the Director of Regional Development/Executive Officer, RDA Sydney.

2. Key Responsibilities

1. Monitor the delivery of KPIs as stated in the 491 Visa Master Contract and sub-contracts through a systematized and timely approach
2. Provide ongoing support to the RDA network Migration Support Officers by providing timely responses to questions regarding 491 Visa applications, conducting regular updates, producing training modules and step by step processing guides (subject to the DEIT's approval), produce policy, web and newsletter information that can be distributed by NSW RDAs in their communications to migrants

3. Produce, as required, internal newsletter/ email that provides an update on how the NSW RDAs are progressing and any other items of interest, such as good practice in 'meet & greet' for those applicants arriving to the regions
4. Producing monthly reports on progress against 491 Visa KPIs for Governance Committee and the Chair and Executive Officer of RDA Sydney
5. Participate with the Chair of RDA Sydney and the Chair of the Governance Committee in regular meetings with DEIT.
6. Under the guidance of the Governance Committee develop Standards, Policies, Procedures and Communication Protocols which must be adhered to by the NSW RDAs
7. Coordinate the scheduling and delivery of 491 Visa applicant surveys and produce a statewide summary document for DEIT.
8. Monitor and provide a reminder service to the NSW RDAs regarding key milestones such as annual audits
9. Monitor 491 Visa allocation capacity and coordinate responsive actions across the network as required
10. Respond to inquiries/complaints from 491 Visa applicants and/or their agents
11. Seek further information from specific RDAs in relation to Ministerial Inquiries and provide this information to DEIT.
12. Subject to approval by DEIT develop a standard methodology for skills audits that can be implemented by the NSW RDAs in their regions and compliment localized approaches
13. Coordinate the collection of *Good News* stories for use by DEIT in the promotion of the state to potential 491 Visa applicants
14. Other duties as required

3. Essential requirements

1. Demonstrated knowledge and understanding of Commonwealth and NSW Skilled Migration programs and strategies
2. Knowledge and understanding of Australian VISA classes
3. Well-developed written and verbal communication skills, with the capacity to prepare a range of toolkits, process maps, correspondence, and reports
4. Proven ability to monitor complex systems and implement corrective measures as required
5. Strong negotiation skills with the ability to work in partnership to assess and resolve issues
6. Ability to develop and implement systematic process approaches for a broad range of stakeholders
7. Effective listening, and excellent record keeping skills, with attention to detail, and a high level of accuracy

8. Capacity to work collaboratively with DEIT officers and stakeholders and the NSW RDA network at all levels, and customers from culturally and linguistically diverse backgrounds
9. Proven research and analysis skills, with the capacity to disseminate and evaluate information from multiple sources to formulate reports, recommendations, and inform decisions
10. Demonstrated IT skills in the use of mainstream software applications, platforms and tools including MS Office, CRM's, and digital and social media platforms
11. Resilience, with the ability to work well under pressure to drive priorities, resolve issues and meet deadlines

4. Qualification and Experience Profile

Proven experience in contract management with multiple stakeholders and highly developed negotiation skills.

An ability to analyse, provide options and implement strategies to resolve issues.

Salary Range: \$87,493 to \$96,540 + Super

To Apply: Please provide a Cover Letter addressing essential criteria and resume by **28 October 2022** to:

Therese O'Dwyer
Director of Regional Development/ Executive Officer
Regional Development Australia Sydney

E: therese.odwyer@rdasydney.org.au

M: 0413 834 098 (for any questions)

Closing date: 28 October 2022