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19 August 2010

**Attn: Human Resources  
Department of Immigration and Citizenship**

**Re: Immigration Processing Officers & Case Managers**

**Job Ref: APS 5 and 6 - Multiple - Ongoing/Non-going**

Dear Sir/Madam,

A well organised, capable and highly experienced business professional, I write with great interest to be considered for the above career opportunity available at the Department of Immigration and Citizenship as recently advertised on <http://immi.nga.net.au>.

I have assumed a broad range of responsibility for individual and team management, liaison with internal and external stakeholders together with the preparation of complex written reports with the ability to discuss difficult matters and subjects with clients in a fair, tactful, reasonable and sensitive manner. Demonstrating a broad range of relevant skills and experience spanning 15 years in Australia and overseas, I have actively contributed in various capacities such as my current role as Sales & Marketing Director (The River Green P/L trading as The Face Shop) and previously as General Manager - Overseas Sales Department (Silver Star Corporation) and Assistant Manager - International Trade Department (Sung Woo Corporation).

Having researched government organisations, policies and procedures, I understand organisational policies and procedures together with the APS Values and Code of Conduct that shape APS employees think, act and behave. Confident I would make a positive contribution as Immigration Processing Officer and Case Manager, I welcome the opportunity to provide assistance in the management of clients through immigration processing facilities, travelling within Australia including Christmas Island to conduct interviews, provide administrative support and case manage clients. Having lived and worked overseas, working with people from all walks of life and from different cultural backgrounds, I understand, respect and appreciate that DIAC acknowledges that the diversity of the department's people is their greatest strength.

Committed to ongoing professional development and lifelong learning, I am currently completing a Masters of Business Administration part-time at The University of Adelaide and have successfully completed a Bachelor of Business Administration at Chung-Ang University.

Find attached my résumé with professional referees including my work history, skills, achievements and qualifications relevant to this position together with the selection criteria. I am certain an interview would reveal my enthusiasm for the opportunity to secure this role at the Department of Immigration and Citizenship with a strong interest in pursuing a long term career in the Australian Public Service. I appreciate your time in reviewing my application, please don't hesitate to contact me if you have any questions on 0434 576 876 or via email at [danielle.henderson@yahoo.com.au](mailto:danielle.henderson@yahoo.com.au).

Yours sincerely,

**Danielle Henderson**