

The Embassy of Ireland intends to hold a competition for the purpose of recommending a person for appointment to the position of:

**CONSULAR/ADMINISTRATIVE ASSISTANT AT EMBASSY OF IRELAND, JAKARTA**  
**Closing Date: Midnight, 17 February 2017.**

*The Embassy is an equal opportunities employer.*

*The Embassy will run this campaign in compliance with the codes of practice prepared by the Ireland's Commissioners for Public Service Appointments (CPSA).*

*Codes of practice are published by the CPSA and are available on*

*<http://www.cpsa.ie/en/>*

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**CONSULAR/ADMINISTRATIVE ASSISTANT**

**Embassy of Ireland, Jakarta.**

**Title of Position:** Consular/Administrative Assistant

**Location:** Embassy of Ireland, Jakarta

A competition will be held for the post of Consular/Administrative Assistant at the Embassy of Ireland in Jakarta. This competition will be for a full-time position based at the Embassy of Ireland in Jakarta. The successful candidate will be offered an appointment with the agency providing employee services to the Embassy, and deployed for duty at the Embassy.

Candidates should note that canvassing will disqualify and will result in their exclusion from the process.

**Job Description:**

The Embassy of Ireland manages all aspects of Ireland's relationship with Indonesia. The Embassy also provides a wide range of consular services including the processing of visas for Indonesians visiting Ireland, whether as visitors, business people or students and provides consular support to Irish citizens visiting or resident in Indonesia.

The Embassy wishes to recruit a Consular/Administrative Assistant to support the Embassy's administrative and consular work. The position requires a high degree of professionalism, third level education or relevant experience, excellent customer care skills, excellent oral and written communication, good organisational skills, and the ability to be flexible as demands and priorities change.

The target recruit will ideally have demonstrable consular and administrative expertise, fluent in Bahasa Indonesia and English, with the capability to work within the Embassy framework.

**Tasks and Responsibilities**

The post of the Consular/Administrative Assistant will work closely with the diplomatic and local staff of the Embassy on all aspects of the Embassy's consular and administrative work.

## **Duties**

The precise range of duties will vary over time according to the exigencies of the needs of the Embassy, but will include the following:

- Acting as first point of contact for Embassy visitors requiring consular services;
- Processing and checking visa applications;
- Processing and checking a wide variety of consular related applications from Irish citizens;
- Interacting with Irish citizens in need of assistance;
- Communicate and consult with Indonesian Ministries and authorities on administrative and consular matters;
- When required, represent the Embassy at meetings with stakeholders of relevance to the administrative and consular work of the Embassy;
- Provide a high quality customer service in all aspects of work;
- Develop expertise for Embassy consular, accounting and management procedures;
- Manage document retrieval and archiving, and receive and organise incoming mail;
- Arrange and attend meetings and interpret as required;
- Carryout other necessary duties as may arise in other functions of the Embassy;
- Replace and provide temporary cover in other Embassy positions (interoperability)
- Adhere to general office protocol and procedures;

## **Skills**

**To be eligible the following qualifications and competencies are required:**

- Degree or relevant professional experience in a diplomatic mission
- Fluency in English and Bahasa Indonesia;
- Minimum of three years relevant work experience;
- The legal right to work in Indonesia;
- High degree of integrity and trust;
- Effective communication, networking and reporting skills (including understanding, reporting and communicating complex information);
- Initiative and Team Work (capacity to motivate staff; innovate; participate in teams aimed at process or organisational reform);
- Excellent customer care skills;
- Excellent administrative and organisational skills;
- Excellent interpersonal and communication skills with good presentation skills.

**In addition to the essential criteria above, the following criteria are desirable:**

- Consular experience;
- Office administration experience;
- Database management skills;
- Experience working in an International Organisation, Embassy or other International Environment.

### **Principal Conditions of Service**

The successful candidate will be employed by the Embassy's employment service agency, and deployed to the Embassy. Though Jakarta-based, s/he may be required to undertake in-country travel within Indonesia.

### **Remuneration**

The monthly salary shall be IDR11,000,000, net to be paid in arrears by the end of each month, with a 13<sup>th</sup> month salary payable in accordance with local law.

Indonesian legal obligations on tax, social welfare, pension, medical etc. are fully applicable. The Embassy's employment agency will arrange the appropriate payments and deductions in compliance with local law.

The position attracts no pension entitlements from the Embassy or the Irish authorities.

### **Duration**

The successful applicant will be offered a 1 year contract by the embassy's employment agency, with potential to renew at the Embassy's discretion and subject to satisfactory performance of the role. A 3 month probationary period will apply. At the discretion of the Embassy the probationary period may be extended for a further period of 3 months. The contract will include a requirement for regular performance assessment. The contract will be subject to the laws of Indonesia, although no waiver of the Embassy's diplomatic immunities or privileges is expressed or implied by this.

### **Tenure**

The successful applicant will be employed for the purposes outlined above. Employment is contingent, inter alia, on the demands of the Irish Embassy in Jakarta. This is without prejudice to rights under Indonesian law.

The appointment carries no entitlement to established status in the Irish Civil Service, nor to a contract of infinite duration.

The first three months of employment in the post is on probation and performance will be subject to ongoing review. The appointment may be terminated without notice at any time during the probationary period if employee's services are deemed unsatisfactory from the point of view of conduct, performance, health or general efficiency.

### **Whole-time Employment**

The position is whole-time and, upon appointment thereto, it will be a breach of the terms and conditions of this contract to engage in or become connected with any outside business which would interfere with the performance of official duties. Candidates are required to declare any other employment, interests or potential sources of a conflict of interest.

### **Description of Duties**

Duties will include those listed in the job description received with contract and updated from time to time in the employee role profile. Duties may vary from time to time, based upon the requirements of the Embassy and may include other tasks as instructed by the line manager and/or the Ambassador.

### **Performance review**

During the period of appointment, performance will be subject to review by supervisor(s) to determine whether the employee (i) has performed the assigned duties in a satisfactory manner; (ii) has been satisfactory in general conduct, and (iii) is suitable from the point of view of health with particular regard to sick leave.

### **Termination of Contract**

A minimum of one month's written notice must be given by either side seeking to terminate this contract outside of the probationary period. In such circumstances as an employee being found guilty of serious misconduct inconsistent with the fulfilment of the expressed or implied conditions of the contract of employment (or such other grounds for summary dismissal as specified in local labour law) the employee's appointment may be terminated immediately and without notice. In the event of the appointment being terminated under the terms of this section, no remuneration, severance or compensation will be payable other than that applicable to work carried out.

### **Circulars**

This embassy will apply the following policies and procedures: (i) Procedures relating to Harassment, Sexual Harassment and Bullying (AO Circular 01/2005); (ii) Procedures relating to Grievances in the Workplace (AO Circular 02/2005); and (iii) a Disciplinary Code for Staff (AO Circular 03/2005) (as may be amended from time to time). The appointed candidate will receive full copies of these circulars at the time of signing the employment contract.

### **Confidentiality**

All information gained in the course of work in the Embassy is to be regarded as confidential. If so required, employees must agree to execute on own behalf any documentation reasonably deemed necessary to ensure confidentiality (including any documentation necessitated by the provisions of the Official Secrets Act, 1963). The disclosure of such information to a third party will be cause for immediate dismissal, in accordance with the Disciplinary Code for Staff.

In the event of the termination of the contract, individuals remain bound to respect the confidentiality/secretcy regulation in regard to any information obtained in the course of duty. By accepting employment, individuals agree to comply with any and all security requirements at the Embassy which may be prescribed from time to time.

## **Annual Leave**

The leave year commences on 1 January and terminates on the 31<sup>st</sup> of December. Employees are entitled to 12 working days paid leave per leave year (such days to be calculated on a pro rata basis for employees taking up their position during the year). Leave must be taken during the period in which it is earned and may not be carried forward. No payment will be made in lieu of leave days.

In addition to annual leave the employee is entitled to leave for days designated as official holidays by the Embassy. The Embassy reserves the right to ask employees to work on a Public Holiday. On such occasions as the employee may be required to work on a Public Holiday, an entitlement to time off in lieu shall arise. All leave should be approved in advance by the Line Manager using the Annual Leave request forms.

## **Hours of Attendance**

The hours of attendance may be prescribed from time to time. At present, normal working hours are from 0800 to 1700 Mondays-Friday inclusive, with a one hour lunch break.

Unauthorised absences will be considered grounds for disciplinary action. Punctuality is compulsory at all times.

## **Sick Leave**

In general, sick leave will be granted in line with Indonesian labour law and the conditions (i) that the absence is properly certified and (ii) that there is no evidence of permanent disability for service.

Sick leave will be paid in the probationary period and beyond this period in accordance with current labour law.

## **Medical Report**

The appointment is subject to the receipt within one week of a request of a satisfactory medical report on the state of health from a doctor or clinic approved by the Embassy in advance.

## **Fiscal Obligations**

On accepting this position, the candidate is to understand that such employment does not affect in any way, his or her fiscal or other obligations to the Indonesian authorities.

## **Applicable Law**

The operation of this contract is governed by the law of Indonesia.

## COMPETITION PROCESS

### How to Apply

Interested applicants for this position **must provide** the following (incomplete applications will not be considered):

1. **A current resume or curriculum vitae (2 pages maximum) that provides;**
  - **Details of Third Level/University degree(s) or diploma(s) and details of subjects studies and grades earned;**
  - **Names and contact details for three referees (Please note: we will not contact your referees without your prior permission)**
2. **A signed application letter (2 pages maximum) specifically applying for this position and addressing the essential requirements as advertised.**
3. **Supporting documentation in the form of original documents will be required from short-listed applicants, including:**
  - **Proof of your legal right to work in Indonesia;**
  - **References from former employers; and**
  - **Original Third Level/University Degree certificates.**

Only electronic applications sent via email will be accepted. Application emails should include the subject – “Consular/Administrative Assistant Applicant [*insert name*] 2017”. Limit all electronic (e-mail) messages to one entry/e-mail not larger than 5MB.

Please submit attachments in PDF and Word formats, not pictures or other formats.

Only applications fully submitted online will be accepted into the campaign. **Applications will not be accepted after the online closing date.**

### Closing date

**Your application must be submitted electronically to [jakartaHR\[at\]dfa\[dot\]ie](mailto:jakartaHR[at]dfa[dot]ie) not later than **midnight, 17 February 2017.****

If you do not receive an acknowledgement of receipt of your application by Wednesday 22 February, please contact us by email at [jakartaHR\[at\]dfa\[dot\]ie](mailto:jakartaHR[at]dfa[dot]ie) .

The interviews for these posts are to be held in February/March 2017 in the Embassy of Ireland in Jakarta

Candidates should make themselves available at the time and date(s) specified by the Embassy of Ireland and should make sure that the contact details specified on the application form are correct. Costs associated with attendance at interview will be borne by the candidate.

## **Selection Methods**

The selection may include:

- shortlisting of candidates on the basis of the information contained in their application;
- one or more competitive interview; and
- Any other tests or exercises that may be deemed appropriate.

## **Confidentiality**

As per the provisions of the Indonesian and Irish law, the applications will be treated in strict confidence.

## **Candidates' Rights - Review Procedures in relation to the Selection Process**

The Embassy will consider requests for review in accordance with the provisions of the codes of practice published by the Commissioners for Public Service Appointments (CPSA) and referred to in the cover sheet at the front of this booklet. Requests for review must be received within 10 working days of the notification of the decision. Where the decision relates to an interim stage of the selection process, the request must be received within 3 working days. Any further requests for review must be referred to the Decision Arbitrator within 7 working days of the notification of the outcome of the review. The outcome of the investigation must be notified to the candidate in the form of a written report within 10 working days.

Where a candidate believes that an aspect of the process breached the CPSA's Code of Practice, he/she can have it investigated under Section 8 of the code of practice.

## **Candidates' Obligations**

Candidates should note that canvassing will disqualify and will result in their exclusion from the process.

Candidates must not:

- knowingly or recklessly provide false information
- canvass any person with or without inducements
- interfere with or compromise the process in any way

A third party must not impersonate a candidate at any stage of the process.

In addition, where a person found guilty of an offence was or is a candidate at a recruitment process, then:

- where he/she has not been appointed to a post, he/she will be disqualified as a candidate; and
- where he/she has been appointed subsequently to the recruitment process in question, he/she shall forfeit that appointment.

### **Specific candidate criteria**

Candidates must:

- Have the knowledge and ability to discharge the duties of the post concerned
- Be suitable on the grounds of character
- Be suitable in all other relevant respects for appointment to the post concerned;

and if successful, they will not be appointed to the post unless they:

- Agree to undertake the duties attached to the post and accept the conditions under which the duties are, or may be required to be, performed
- Are fully competent and available to undertake, and fully capable of undertaking, the duties attached to the position.

### **Deeming of candidature to be withdrawn**

Candidates who do not attend for interview or other test when and where required by the Embassy of Ireland, or who do not, when requested, furnish such evidence as the Embassy of Ireland requires in regard to any matter relevant to their candidature, will have no further claim to consideration.

### **Quality Customer Service**

We aim to provide an excellent quality service to all our customers. If, for whatever reason, you are unhappy with any aspect of the service you receive from us, we urge you to bring this to the attention of the unit or staff member concerned. This is important as it ensures that we are aware of the problem and can take the appropriate steps to resolve it.

### **Data Protection Acts, 1988 and 2003**

When your application form is received, we create a record in your name, which contains much of the personal information you have supplied. This personal record is used solely in processing your candidature. Such information held is subject to the rights and obligations set out in the Data Protection Acts, 1988 & 2003. To make a request under the Data Protection Acts 1988 & 2003, please submit your request in writing to: **The Data Protection Co-Ordinator, Department of Foreign Affairs & Trade, 80 St. Stephens Green Dublin 2**, ensuring that you describe the records you seek in the greatest possible detail to enable us to identify the relevant record. A fee of €6.35 should accompany your request. Payment should be made by way of bank draft, money order, or personal cheque, made payable to the 'Accounting Officer, CSSO'. Certain items of information, not specific to any individual, are extracted from records for general statistical purposes.

By submitting information electronically, parties accept that data may not be fully secure. Parties may alternatively send their submission by post to:

Embassy of Ireland  
WTC 1, 14<sup>th</sup> Floor  
Jalan Jenderal Sudirman,  
Jakarta 12920.

Any personal information submitted to us will only be used for its intended purposes and will be destroyed when no longer needed. Any other processing or disclosure of personal data is not allowed other than in the exceptional circumstances provided for under the Data Protection Acts.

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