

INFORMATION BOOKLET FOR CANDIDATES

CLERICAL POSITIONS

CONSULAR SERVICES TEAM

EMBASSY OF IRELAND, LONDON

1. INTRODUCTION

The Embassy of Ireland, London requires a small number of clerical staff in the Consular Services administration and customer care teams as follows:

- Temporary clerical officer(s) for a period of approximately 26 weeks between April 2017 and September/October 2017 to fill a small number of seasonal vacancies

Candidates who wish to be considered **must** be available for the full duration of the contract offered. Extended holiday plans during this period may affect your possible assignment.

Candidates should note that it is not envisaged that these positions will lead to permanent positions.

2. THE ROLE

Successful candidates will be assigned to either the Passport Office or the Foreign Births Registration (FBR) Section, of the Embassy of Ireland. Both sections come within the area Consular Services provided by the Embassy.

The Passport Office deals with passport applications sent by post or submitted at the public counter. The FBR Section deals with applications for Irish citizenship through descent. Further information on both these areas is available on www.embassyofireland.co.uk.

Clerical staff assigned to either offices will be expected to possess good office/clerical/ICT skills and to be well organised and attentive to detail. Staff are expected to work well under pressure; providing a high quality, professional, courteous and efficient service in a high-profile customer facing role.

Successful candidates may be assigned to work in some or all of the following areas:

- Documentation: where passport applications are opened and scanned or registered onto the computer system.
- Entitlement: where applications are checked for passport or foreign birth registration entitlement.
- Public Office: where passport applications may be accepted; where advice is given to applicants regarding entitlement, the status of applications, and general passport or FBR enquiries.
- Customer Care: advice to customers concerning the status of their applications or on general passport or FBR matters.
- Dispatch: dealing with issuing of passports application forms; dispatch of passports or FBR certifications and return of documentation to customers.
- Postal duties: sorting, franking and dispatching post.

If appointed, tasks may include, but are not limited to:

- General clerical duties e.g. filing, photocopying, handling telephone calls, dealing with e-mails, sending application forms, etc;
- Supporting line-managers and colleagues;

- Working as part of a team in delivering consular services related services;
- Dealing with the public/customers e.g. responding to queries and providing information;
- Use of Information Technology e.g. word processing, spreadsheets, database, e-mail and internet.

3. ELIGIBILITY

Candidates must satisfy all criteria to be eligible to enter this competition:

Age

Applicants must, on or before 1 March 2017, be at least 18 years of age (i.e. born on or before 1 March 1999).

Citizenship Requirements

Applicants must have an unrestricted right to reside and work in the UK.

Educational Requirements

A minimum of A Levels, Leaving Certificate or equivalent is required.

National Insurance Contributions

Applicants must hold a National Insurance Number.

Security Clearance

Applicants must be in a position to provide recent CRB/DBS certificates if offered the post. Successful candidates that do not have a recent CRB/DBS certificate must apply and be able to provide one within a short time frame before taking up duty.

Health & Character

Those under consideration for a position will be required to complete a health and character declaration. Candidates should be of good character and a reference will be required. Some posts may require special security clearance and will require completion of a form for Garda/Police vetting purposes. In the event of conflicts of interest, candidates may not be considered for certain posts.

Incentivised Retirement / Redundancy Schemes in the Irish Public Service

Candidates should note that persons who have recently availed of career breaks or Incentivised Early Retirement or Voluntary Redundancy Schemes in the Irish public service are not eligible to take part in this competition. Applicants will be required to complete a declaration confirming to this effect. Applicants will also be required to declare any entitlements to an Irish public service pension benefit (in payment or preserved) from any other Irish public service employment and/or where they have received a payment-in-lieu in respect of service in any public service employment.

4. SELECTION PROCESS

STAGE 1 – APPLICATION FORM

Stage 1 of the Selection process will comprise of short listing candidates based on the criteria set out in the application form. Candidates will be ranked on the outcome of the short listing and may be called to Stage 2 in accordance with their ranking.

STAGE 2 - INTERVIEW

Should you be invited to Stage 2 of the selection process you will be required to verify and in some cases provide documentary evidence confirming responses provided in the application form.

5. TERMS AND CONDITIONS

Successful candidates will be based either at the Irish Passport and Visa Office, 114A Cromwell Road, London SW7 4ES or in the Foreign Births Registration Section, 17 Grosvenor Place, SW1X 7HR

The gross salary will be £364.64 per week. The payment of Income Tax and National Insurance in accordance with liability under UK law is the candidate's personal responsibility and all employees are required to register with HMRC as appropriate. The Embassy provides HMRC with a list of all locally employed staff on a regular basis.

Candidates should note that salary will not be subject to negotiation and the rate of remuneration may be adjusted from time to time in line with Irish Government pay policy.

These are full time positions, and successful candidates must be available to work 37.5 hours per week, Monday to Friday between the hours of 9.00am and 5.45pm.

6. Candidates' Obligations

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 personate a candidate at any stage of the process.

Any person who contravenes the above provisions or who assists another person in contravening the above provisions 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.

7. Confidentiality

Applications will be treated in strict confidence, in accordance with the relevant Data Protection provisions under UK law.

8. Short listing and Interview

Short listing of candidates is expected to take place during the week of Monday 27th March 2017, with interviews taking place shortly thereafter.

Candidates for interview must make themselves available on the date and time allocated.

9. General

Deeming of candidature to be withdrawn

Candidates who do not complete and submit the Application Form before the specified date or do not attend for interview where requested or do not furnish such evidence as requested in regard to any matter relevant to their candidature, will have no further claim to consideration.

Expenses

Candidates will be responsible for any expenses incurred in connection with their candidature.

Referees

Please include the profession and job title of referees. The referee may not be a relative.

11. Submitting an Application Form

Completed Application Forms (original and 2 copies) should be returned by post or delivered in person to: The **Embassy of Ireland, 17 Grosvenor Place, London, SW1X 7HR**, to arrive there **before 4.30 pm on Wednesday 22nd March 2017.**

The outside of the envelope should be clearly marked "**CO Competition**". Applications received after the closing date and time will not be considered.

Application forms will be accepted in hard copy only (not by e-mail, on disc, etc).

Any further correspondence will be via e-mail. The e-mail address for this competition is `tcocomp[at]dfa[dot]ie`. Application forms will **not** be accepted to this e-mail address.

It is expected that the successful candidates will be appointed on a phased basis from early April.

Candidates must be available both for interview and to start work at short notice

The Embassy of Ireland is committed to a policy of equal opportunities. **Canvassing will disqualify** .

**Embassy of Ireland
17 Grosvenor Place
London SW1X 7HR
March 2017**