



RECRUITMENT NOTICE FOR THREE (3) SENIOR VISA OFFICER POSITIONS AT THE IRISH VISA OFFICE, EMBASSY OF IRELAND, BEIJING.

POSITIONS:

- 1. VISA TEAM LEAD (MANAGEMENT OF FIRST-LINE PROCESSING AND ADMINISTRATIVE OPERATIONS).**
- 2. VISA TEAM LEAD (FINANCIAL ACCOUNTING AND VISA VIGNETTE RECONCILIATION).**
- 3. VISA TEAM LEAD (BUSINESS PROJECTS, LOCAL I.T. MAINTENANCE, TEAM IRELAND AND VFS LIAISON, OFF-SITE FILE STORAGE).**

The Visa Office at the Embassy of Ireland in Beijing is seeking applications from suitably qualified candidates to fill three (3) senior positions in the Irish Visa Office.

The successful candidates will work to the Head of the Visa Office and will play a key role in ensuring that a high quality and efficient Irish visa processing service is provided across China and Mongolia. Previous visa experience is considered essential for each of these positions.

These positions are full-time, permanent contracts based at the Embassy of Ireland, Beijing. Each contract will contain a standard six-month probation period and, following its completion, may be renewed with the agreement of both parties.

The closing date for applications is 21 August 2020.

POSITION 1.

VISA TEAM LEAD (MANAGEMENT OF FIRST-LINE PROCESSING AND ADMINISTRATIVE OPERATIONS).

DUTIES WILL INCLUDE, BUT ARE NOT LIMITED TO:

- Management of first-line visa processing (on the basis of risk assessments) in line with best practice.
- Triage and prioritisation of visa application files, including the processing of complex visa applications (higher risk files) in cooperation with Head of Visa Office.
- Assignment of work and rotation of Visa Assistants to ensure cover for core office functions.
- Coaching and training of new local Visa Assistant staff and managing the performance of 2 part-time Visa Office cleaners/Ayis.
- Oversight of visa quality control printing processes.
- Management of customer passport take-back requests at the Visa Application Centres (VACs).
- Management of Approved Destination Status (ADS) Tourist Groups and University student group applications, including the accreditation of ADS, and other, couriers.
- Management of consistent application of special visa criteria for minors.
- Management of the Visa Office customer email account and administration of customer feedback initiatives to improve customer service. This will include the drafting of FAQ documents in Chinese and quality templates for replies to customers should issues arise.

- Management of and follow-up on customer service issues in cooperation with Head of Visa Office.
- Liaison, through Chinese language, with sensitive customers at the Visa Office public counter/email/by phone. E.g. Chinese Embassy consular cases, adoption cases, urgent medical emergency cases.
- Administrative work on Judicial Review cases, Refusal of Leave to Land cases, and applicants who overstay/seek asylum in Ireland.
- Liaison with visa processing teams in Shanghai and Hong Kong Consulates.
- Liaison with Embassy Operation Manager and Head of Visa Office on Visa Office administrative and HR work.

POSITION 2.

VISA TEAM LEAD (FINANCIAL ACCOUNTING AND VISA VIGNETTE RECONCILIATION).

DUTIES WILL INCLUDE, BUT ARE NOT LIMITED TO:

- Preparation of daily, weekly and monthly Visa Office accounts.
- Carrying out weekly Visa Office accounts reconciliation exercise (visa applications received reconciled against VFS weekly remittances to the Embassy account).
- Management of visa fees paid in cash to the Visa Office.
- Management of petty cash and Embassy sanctions for payment.
- Management of customer refund and fee exemption requests/queries via VFS Global.
- Monitoring of VFS online payments system in China, in particular that visa fees are updated on a monthly basis by each VAC and recorded correctly in financial reports.
- Administration work around procurement of office supplies etc.
- Visa Sticker daily, weekly and monthly reconciliation exercises as required by Immigration Service Delivery for sign-off by Head of Visa Office.
- Provision of support to Head of Visa Office during financial audits.
- Processing of complex visa applications (higher risk files) in cooperation with Head of Visa Office.

POSITION 3.

VISA TEAM LEAD (BUSINESS PROJECTS, LOCAL IT MAINTENANCE, TEAM IRELAND AND VFS LIAISON, OFF-SITE FILE STORAGE)

DUTIES WILL INCLUDE, BUT ARE NOT LIMITED TO:

- Serving as assistant to the Head of Visa Office on VFS operations in China and Mongolia.
- Serving as assistant to the Head of the Visa Office on inspection of VFS Visa Application Centres (VACs) in China (16) and Mongolia (1) and on follow-up actions to inspections with VFS VAC managers.
- Serving as assistant to the Head of Visa Office on VFS, MFA and Team Ireland liaison.
- Serving as assistant to the Head of the Visa Office on UK liaison on technical IT issues with the British Irish Visa Scheme (BIVS) system.
- Serving as assistant to the Head of the Visa Office on any further business projects due for implementation as a result of the Visa Service Review Group and Immigration Service Delivery (ISD) Customer Service Improvement Plan.
- Serving as assistant to the Head of the Visa office at Enterprise Ireland, Tourism Ireland, and Embassy events across China (including translation and interpretation).
- Monitoring of Chinese social media on visa and related matters.

- Management of off-site storage facilities for the Visa Office (liaising with file management and file shredding companies).
- Management of local IT issues for Visa Office - out of hours if necessary.
- Providing assistance to the Embassy with its annual St. Patrick Festival activities as required.
- Processing of complex visa applications (higher risk files) in cooperation with Head of Visa Office.

ADDITIONAL DUTIES FOR ALL ROLES:

- In addition to the daily duties, successful candidates will be expected to liaise with a number of key business stakeholders including Embassies and VFS Global who manage the Irish Visa Application Centers (VACs) in China and Mongolia.
- Provision of emergency processing capability for the Visa Office (outside of office hours).
- Other tasks that may be set by the Head of Visa Office.

KEY REQUIREMENTS FOR ALL ROLES.

- A proven track record of delivering results with no less than three years' specialised experience in a relevant visa-related role in China.
- Applicants must have fluent, native-level, written and spoken Chinese and English, and possess excellent communication skills.
- An ability to provide translation and interpretation services.
- Well-developed planning, organisation and teamwork skills.
- Strong and proactive problem solving and decision making abilities.
- Personal drive and commitment and an ability to work under pressure to tight deadlines.
- The successful candidate must have a legal entitlement to live and work in China prior to recruitment.

DESIRABLE REQUIREMENTS.

- An undergraduate degree or equivalent in the above, or a relevant area, is preferable.
- Good knowledge of Ireland's political, economic, social and cultural environment is preferable.

REMUNERATION.

- The starting salary for each position will begin at 170,000RMB per annum.

TO APPLY.

- Please email your CV and Personal Statement in English to beijingvocreuit@dfanet.ie (applications should be no more than 4 pages in total).
- Closing date for applications is **12:00pm** (Local time) on **21 August 2020**. No late applications will be considered after this deadline.
- Please clearly indicate the position for which you are applying in the subject line of the email E.g.: "Visa Team Lead (Management of First-Line Processing and Administrative Operations – Your name)".
- Candidates must submit one single application per position. One single application for all 3 positions is not acceptable.
- All CVs should be accompanied by details of two references.
- All applications will be acknowledged within 2 working days.

SELECTION PROCESS.

- Depending on the number of applications received, a short-listing of suitable candidates to be called for interview may be undertaken based on the key, and desirable, requirements outlined above.
- It is envisaged that candidates will be contacted with the results of the shortlisting process during the week of 1 September 2020, with the interviews to be arranged shortly thereafter.

DATA PROTECTION.

All personal information received will be kept in line with GDPR and Data Protection guidelines.

SECURITY CLEARANCE FOR LOCAL STAFF.

Police vetting will be sought in respect of individuals who come under consideration for appointment. Enquiries may also be made with the police force of any country in which the applicant under consideration for appointment resided. If unsuccessful, this information will be destroyed. If the applicant subsequently comes under consideration for another position, they will be required to supply this information again.

Please note that canvassing will disqualify applicants.

Department of Foreign Affairs and Trade is committed to a policy of Equal Opportunity