

**Consular Assistant**  
**Embassy of Ireland, Bogotá**

*Our mission is to promote and protect abroad the values, interests and economic well-being of Ireland and its people. We do this under the political direction of our Ministers, through our staff at home and through our Embassy network abroad.*

The Embassy of Ireland in Bogotá is currently recruiting for the full-time post of Consular Assistant, commencing in April 2020. This post carries no entitlement to civil-servant status.

**Roles and responsibilities:**

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

- Take receipt of and process visa applications for travel to Ireland including giving advice on the application process (1,000+ applications per annum)
- Provide consular assistance to Irish citizens and their families, including in relation to arrests, hospitalisations, deaths and repatriations, welfare issues, and any other issue such as may arise
- Communicate with HQ on all ongoing consular cases and the progress that is being made to resolve them
- Liaise with HQ and Department of Justice, as appropriate, on visa applications. Keep abreast of all new advice and regulations on visa processing.
- Liaise with and provide advice to the assistants to Honorary Consuls in countries of secondary accreditation to ensure optimum delivery of consular assistance in those locations
- Provide excellent customer service at Embassy's public office
- Respond to general queries from Irish and Colombian citizens, by email and phone, relating to a wide range of issues, including healthcare, education, registering to live abroad, legal and financial issues, visa issues
- Assist in processing first-time passport applications, emergency travel documents and

freedom-to-marry certificates

- Manage communications with the Irish community resident in Colombia
- Assist with event planning and logistics, including devising invitation lists, issuing invitations, organising suppliers and locations, managing rsvps, and other duties as required
- Assist with the Mission's cultural programme, and assist on commercial support activities, as required.
- Perform occasional translation work
- Execute other administrative and consular tasks as required

**Candidate profile:**

To be eligible the following qualifications and competencies are required:

- Advanced English language skills
- Spanish level, native or DELE C2/SIELE equivalent
- The legal right to live and work in Colombia; an appropriate Colombian work visa will be required if not a Colombian citizen or permanent resident
- Previous experience working on consular matters and proven experience in connecting with key Colombian interlocutors such as the police, funeral services, etc
- Familiarity with Colombian culture and administration, including legal and healthcare systems
- Ability to show compassion and understanding when dealing with citizens in distress
- Understanding of the important role of consular services
- Good judgement in delicate and complex situations
- Strong IT skills (including in Microsoft Office)

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

- Experience working in an international organisation, diplomatic mission or other international environment.
- Familiarity with Irish culture and administration

Successful candidates will be subject to a two-month probation period. Further details regarding this position is available by contacting the Embassy by email:

[bogotaemexternalmail@dfa.ie](mailto:bogotaemexternalmail@dfa.ie)

## **How to apply:**

Candidates are required to submit a CV with an accompanying cover letter (of maximum 500 words) **in English** to the following email address: **bogotaemexternalmail@dfa.ie** by midnight (Colombian time) on **February 7<sup>th</sup> 2020**.

Applications should be sent with the following subject message:

### **Consular Assistant Vacancy**

All applications received with that subject line will be acknowledged.

Shortlisting of candidates is part of the recruitment process. Please note that only shortlisted applicants will be subsequently contacted by the Embassy.

### **General Data Protection Regulation:**

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

### **Security Clearance for Local Staff**

Police security clearance 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.***

***The Embassy of Ireland, Bogotá is committed to a policy of Equal Opportunity.***