



An Roinn Gnóthaí Eachtracha
Department of Foreign Affairs

VACANCY – Consular and Public Affairs Officer
Embassy of Ireland in Denmark

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 Denmark**, is seeking to recruit a resourceful, proactive and flexible individual with previous experience in a similar environment to fill the position of Consular and Public Affairs Officer.

Roles and Responsibilities:

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

- Responding to public queries received by the Embassy over telephone and email;
- Providing excellent customer service at the Embassy's public office;
- Taking receipt of and processing visa applications for travel to Ireland, including giving advice on the process to the applicant and liaising with HQ and the Department of Justice on any issues;
- Providing consular assistance to Irish citizens and their families across a wide range of issues;
- Assisting in processing emergency travel documents;
- Working on the Embassy's social media outreach, and updating the Embassy's social media accounts and website in conjunction with diplomatic staff;
- Assisting with the Embassy's cultural and promotional events;
- Engaging with the Irish community registered in Denmark;
- Providing support to the Consul and undertaking other administrative and consular tasks as required;
- Perform occasional translation and interpretation work;
- Other duties as required from time to time and as directed by the Ambassador and Deputy Head of Mission.

Essential Requirements candidates must be able to demonstrate:

- **The candidate must have a permanent legal right to reside and work in Denmark.**
- **The candidate must be fully bilingual in English and Danish;**
- Candidates must have a third-level degree in a relevant discipline.
- Candidates must have at least 2 years professional experience in a customer facing role;
- The candidate must demonstrate using examples, their working knowledge of Microsoft Office Suite (Outlook, Word, Excel);
- The candidate must demonstrate using work based examples of excellent interpersonal skills, being persuasive, working in a team, and dealing effectively with people in external organisations;

- The candidate must provide evidence of flexibility, efficiency and effectiveness, showing strong organizational skills, attention to detail, ability to work under pressure and to manage multiple tasks;
- The candidate should provide examples of being solutions-oriented, and committed to delivering results, including by adapting approach if necessary;

Desirable Skills and Experience:

- A good understanding of the role and work of the Department of Foreign Affairs and the Embassy, as well as familiarity with Irish culture;
- As the successful applicant will work alongside other local employees of the Embassy, and will report directly to the diplomatic staff in the Mission, previous experience in a diplomatic mission.

Terms and conditions of employment:

- The successful candidates will be hired on a fixed-term contractual basis and will be based at **Embassy of Ireland, Østbanegade 21, 2100 Copenhagen Ø, Denmark.**
- The role will be **Monday to Friday, 37.5 hours per week**, with standard office hours from **9:00 am to 16:30 pm.**
- The salary for the position is **DKK414,547.99 gross per annum**, paid locally on a monthly basis. Salaries are paid direct to a bank account, therefore, the successful candidate must have a bank account. The successful candidate will be responsible for paying applicable tax to the Danish authorities themselves.

How to apply

The Job Description and Application Form for this position are available on our website <https://www.dfa.ie/irish-embassy/denmark/about-us/job-opportunities/>

Completed application forms should be sent via e-mail only to copenhagenembassy@dfa.ie, with the subject line **Consular Officer Vacancy**.

Applications must be received before 16:30 hrs. (Local time) on Monday 31 July 2023

No applications will be accepted after this deadline. Please note that only short listed applicants will be contacted.

Selection Process:

- Depending on the number of applications received, a short-listing of candidates to be called for a competency-based interview may be undertaken based on the Essential/Key Requirements above.
- It is planned that interviews will be held in early to mid-August 2023.
- A skills test may be included in the recruitment process;
- A second interview may be included in the recruitment process; and
- A panel may be set up depending on the calibre of candidates;

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 in Denmark is committed to a policy of Equal Opportunity.