

INFORMATION BOOKLET FOR CANDIDATES

SERVICES OFFICER POSITION AT THE EMBASSY OF IRELAND, LONDON

1. INTRODUCTION

The Embassy of Ireland, London invites applications for the following position:

- Services Officer (with driving duties)

The Embassy's principal objectives are to maintain and further develop the close and positive relationship that exists between Britain and Ireland; to maintain and further develop trade, tourism and investment links with Britain and to provide high quality consular, passport and visa services to our customers. Services Officers will be expected to make a positive and effective contribution towards the achievement of these goals.

2. THE ROLE

The appointee will be required to undertake the following duties:

- Postal duties: sort and distribute post within and between the Embassy buildings, franking and dispatch of outgoing post, delivery of post to and collection from other locations when required;
- Clerical support: photocopying, electronic scanning of documents; filing; processing of requests from the general public for application forms; recording information; responding to phone, postal and e-mail queries;
- Logistical support: receipt and storage of application forms, office supplies and equipment; stocktaking; liaising with suppliers; replacement of toner in printers and photocopiers;
- Premises: opening and closing of office premises; put out and take in flags, provide reception desk cover at Embassy;
- Any other tasks required to ensure both the provision of high quality customer services and the achievement of the Embassy's goals.

Additional requirements

The appointee will be required to undertake driving duties during periods of absence of an Embassy driver. In exceptional cases, this will involve working outside of normal hours and time in lieu will be given for any additional hours worked by the officer in such situations.

3. ELIGIBILITY

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

Age

Applicants must, on or before 1 February 2020, be at least 18 years of age (i.e. born on or before 1 February 2002).

Right to work

The successful candidate must have a legal entitlement of live and work in-country prior to recruitment.

References

Candidates should be of good character and references will be required.

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.

Applicants must be in a position to provide recent CRB/DBS certificates if offered the post. Please note that CRB/DBS certificates can take time to be processed so where certificates are not already in place applications for these certificates should be made as soon as possible.

Requirements for the Posts

In addition to satisfying all the above eligibility requirements, the successful candidate will have:

- Experience of working in an office environment
- Experience of using information technology (e.g. word processing, spreadsheets, database, e-mail and internet)
- Good interpersonal skills and the ability to work effectively as part of a team
- A full driving licence free of endorsements. He/she must be a competent driver with a good knowledge and experience of driving in London.

4. SELECTION PROCESS**STAGE 1 – APPLICATION FORM**

Stage 1 of the selection process will involve short listing candidates on the basis of completed application forms having regard to the criteria set out therein. 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

Stage 2 will involve a competitive interview drawing on examples given in the application form. Persons invited to Stage 2 of the selection process will be required to verify and in some cases provide documentary evidence confirming responses provided in the application form.

5. TERMS AND CONDITIONS

The successful candidate will be based at the Irish Embassy, 17 Grosvenor Place, London SW1X 7HR. The appointment will be made initially on a one year (probationary) contract, with provision

for termination on one week's notice in writing during this period if performance is considered to be unsatisfactory for any reason. Upon successful completion of the probationary period, the appointee will be offered a contract of indefinite duration.

This is a full time position, and the successful candidate must be available to work 37.5 hours per week, Monday to Friday between the hours of 9.00am and 5.45pm.

Salary:

Services Officer (with driving duties): £24,186 - £30,609.

The new appointee will start on the entry point of the salary scale.

6. CANDIDATES' OBLIGATIONS

Candidates must not:

- knowingly or recklessly provide false information
- canvass any person with or without inducements
- interfere with or compromise the recruitment 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 subsequent to the recruitment process in question, he/she shall forfeit that appointment.

7. CONFIDENTIALITY

Applications will be treated in strict confidence. All personal information received will be kept in line with GDPR guidelines.

8. GENERAL

Canvassing will disqualify

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

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.

9. APPLICATION PROCESS

Interested candidates should send three copies of their completed application form by post or delivered in person to: Embassy of Ireland, 17 Grosvenor Place, London SW1X 7HR, to arrive **before 4.30 pm on 20 March 2020.**

Application forms will be accepted in hard copy only. Envelopes should be clearly marked “**Services Officer Recruitment Competition**”. Applications received after the closing date will not be considered.

Any further correspondence will be via e-mail only. The e-mail address for this competition is jobenquirieslondon@dfa.ie Application forms will not be accepted to this e-mail address.

It is expected that the successful candidate will begin work in April 2020. Candidates must be available to attend if called for interview and to start work at short notice.

The Embassy of Ireland London is an equal opportunities employer.