

# INFORMATION BOOKLET FOR CANDIDATES

## **TEMPORARY 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 20 weeks between March 2019 and December 2019 to fill a small number of seasonal and temporary vacancies.
- Successful candidates will be placed on a panel from which other clerical vacancies occurring within the next 12 months may be filled

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 the filling of these positions will not lead to offers of permanent appointment.**

## **2. THE ROLE**

Successful candidates will be assigned to either the Passport Office or the Visa Office. Both sections come within the area of Consular Services provided by the Embassy.

The Passport Office deals with passport applications sent by post or submitted at the public counter. The Visa Office accepts and processes Irish visas applications from visa required nationals permanently resident in the UK wishing to travel to Ireland. Further information on both these areas is available on [www.embassyofireland.co.uk](http://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 and provide a quality, professional, courteous and efficient service in a high-profile customer facing role.

### **Passport Office**

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

- Documentation: opening of passport applications and scanning or registering onto the computer system.
- Entitlement: checking applications for passport entitlement.
- Public Office: taking in passport applications; advising applicants regarding entitlement, the status of applications and general passport information.
- Customer Care: advising customers regarding the status of their applications or on general passport matters.
- Dispatch: dealing with the issuing of passports application forms; dispatching of passports and returning 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 out application forms, etc;
- Supporting line managers and colleagues;
- Working as part of a team in delivering consular services related functions;
- Dealing with the public/customers by responding to queries and providing information;
- Use of Information Technology - word processing, spreadsheets, database, e-mail and internet.

### **Visa Office**

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

- Working in the Public Office where visa applications are accepted from applicants, checked, advice is given to members of the public about the Irish visa system and where visa decisions are returned to applicants;
- Registering visa applications on the online visa system and supporting visa officers in progressing applications through the visa application process;
- General clerical duties - filing, printing, photocopying, scanning and dealing with email queries;
- Working as part of a team in delivering consular services and related services;
- Supporting line managers and colleagues;
- Use of Information Technology - word processing, spreadsheets, databases, email, internet and online systems.

### **3. ELIGIBILITY**

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

#### **Age**

Applicants must, on or before 1 March 2019, be at least 18 years of age (i.e. born on or before 1 March 2001).

#### **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. *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.*

## **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 involve the short listing of 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 at the Irish Passport and Visa Office, 114A Cromwell Road, London SW7 4ES.

The gross salary will be £364.64 per week. 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.

Leave entitlement is 22 days per year, which will be applied pro rata for the period of employment. While it will not be possible to take extended leave during the period of employment, shorter leave periods may be agreed with line managers subject to work requirements and in line with individual entitlements.

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 immediately after the closing date for receipt of applications, with interviews taking place in March.

Candidates called 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: **Embassy of Ireland, 17 Grosvenor Place, London, SW1X 7HR**, to arrive **before 16.30 pm on 27 February 2019.**

The outside of the envelope should be clearly marked "**TCO 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@dfa.ie](mailto:tcocomp@dfa.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 March 2019.

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  
January 2019**