



Job Title	Receptionist / Consular Officer	Drafting Date	12/2016
Reports to	Consular Supervisor, Second Secretary, Embassy of Ireland, Pretoria	Review Date	12/2019
Embassy Team	Consular		
Location	Pretoria, South Africa		
Nº Reporting Staff	None		
Job Profile	<p>Under the direction of the Consular Supervisor undertake the implementation of Ireland's Consular services in South Africa, to ensure services are provided to South Africa, Zimbabwe /other countries of accreditation to ensure delivery of Ireland's whole-of-Embassy outputs:</p> <p>1: An adept, prepared, consular service, well placed to respond to changing contexts</p> <p>2: Irish diaspora informed, supported and linked</p> <p>3: Opportunities for Ireland's trade, investment, tourism and culture expanded</p> <p>The primary focus of this job is to administer Irish consular procedures related to applications and queries from Irish Nationals and the general public in South Africa, Zimbabwe and the sub-region as they arise, and the preparation of visas, passports and other official documents as approved. To assist as required diplomatic consular service involving the welfare and security of Irish Nationals living or visiting South Africa, Zimbabwe and the sub-region.</p> <p>This role also includes support to the other linked outputs in the Embassy strategy. The Embassy expects that all staff are sensitive to gender issues and demonstrate an active commitment to human rights by facilitating open dialogue during engagement with stakeholders at all levels.</p>		

Key Performance Areas	KPA detail	Competency Requirements (must relate to the KPA requirements)	% time
1. Consular services delivery and monitoring	<ul style="list-style-type: none">• Provide advice concerning citizenship entitlements and procedures ,visa and passport applications requirements• Ensuring all applications are correctly completed with required supporting documentation• Process Visa, Passport and citizenship applications in a timely and accurate manner• Process various other applications received in the Embassy's consular office• Advise concerns arising from doubtful applications to supervisor and conduct investigations as instructed to determine whether information provided by applicants is genuine in all respects• Customer service – face to face interactions with Irish Citizens, tourists, students for clarity or	<ul style="list-style-type: none">• Effective and targeted communications, ensuring responsiveness, diplomacy, tact, courtesy and respect for others at all times• Cultural, gender, religion, race, nationality and age sensitivity and adaptability.	50%



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	<ul style="list-style-type: none">applications• Responding to emails and telephone enquiries• Provide advice on immigration issues and emergencies and make initial contact with Government Agencies including the police and refer as necessary• Authenticate documents	<ul style="list-style-type: none">• Is able to work under pressure and with multi-disciplinary and multi-cultural teams	
2. Records management, administration and reporting	<ul style="list-style-type: none">• Maintain register of Irish nationals in South Africa, Zimbabwe and sub region and deal with various enquiries• Maintain and ensure availability of Passports and Visa forms and supporting documentation and records• Assume responsibility for the safekeeping of passports and any other original documents left by applicants• Record and reconcile EFT payments• Collection and accounting for Passport, Visa, Citizenship and other fees• Use and maintain all administrative systems relating to Consular Services, ensuring accurate records of all passports and visas issued• Compile, edit and submit reports as required by Embassy management on trends under the Consular areas	<ul style="list-style-type: none">• Problem solving, seeing relationships between issues and identifying coherent solutions.• Effective information management and processing, including record keeping and reporting.• Close adherence to procedures and protocols	30%
3. Contribution to Whole of Embassy Strategic Planning and Implementation	<ul style="list-style-type: none">• Participate in Strategic Planning review processes, and contribute relevant information, analyses and directions that advance Ireland's goals and values• Contribute to discussions to ensure that Consular work is accurately represented and adequately resourced in the Strategy• Provide input on Consular indicators in the performance measurement framework and support colleagues in the monitoring and reporting of results/outputs and objectives against agreed indicators• Provide input on Consular matters across the work of the Embassy and work within teams to ensure that Consular issues are understood.	<ul style="list-style-type: none">• Teamwork, to enable high performance, clear and realistic objectives, including effective and targeted communications• (If required) Analytical and conceptual thinking• Delivery of results, ensuring high quality, optimal use of resources	5%



Key Performance Areas	KPA detail	Competency Requirements (must relate to the KPA requirements)	% time
	<ul style="list-style-type: none">• Provide relevant financial information where necessary to inform strategy review and development• Contribute to the Embassy's knowledge management and learning functions and practices, and contribute to the maintenance of a repository of information, statistics and trends		
4. Communications and teamwork	<ul style="list-style-type: none">• Act as an effective link between the Embassy and the public• Contribute to processes to collect, collate and share up-to-date information on trends, challenges and successes to inform planning, implementation and impact• Consult with relevant parties to determine resource and support needs for communications with/for the public interacting with the Embassy• Undertake and report on information sharing activities with external national and international stakeholders as required• Maintain links with other Missions to identify potential areas for collaboration, sharing the experiences of best practice with colleagues• Organise logistics for visits from HQ and other missions as required• Participate in Embassy programme staff meetings and undertake delegated responsibilities• Report to line management as required• Participate constructively in performance review processes and identify own training requirements as they relate to the work of the Consular section.• Identify appropriate training providers and programmes and submit to the Training Committee• Make bookings and arrange other preparatory activities for staff to attend various approved internal and external in service training workshops and events• Carry out any additional responsibilities that may be assigned by the Line Manager or the Ambassador from time to time	<ul style="list-style-type: none">• Interpersonal communications, ensuring responsiveness, diplomacy, tact, courtesy and respect for others at all times.• Open and constructive discussions around work issues• Communications skills, ensuring information is provided clearly, concisely and confidently when speaking and in writing.• Management and team workingFlexibility and comfortable adaptation to change.	15%
Qualifications and Skills Requirements	Essential: <ul style="list-style-type: none">• Grade 12 education with Diploma in Business Administration/Office Management or similar level of tertiary education		



	<ul style="list-style-type: none">• Computer skills on Word, Excel Spreadsheets, e-mail and internet sufficient for the performance of above duties; this includes setting up spreadsheets and using formula to monitor various usages and expenditures.• Minimum of five years' experience in Consular Services and Reception,• Communication and skills in dealing with staff and the public over sometimes sensitive issues related to Consular Activities and visa applications• High degree of integrity and trust required both in the performance of consular activities and visa applications <p>Desirable:</p> <ul style="list-style-type: none">• Experience of working in a mission environment with some responsibility for consular activities	
Terms and Conditions	<ul style="list-style-type: none">• Working hours: full time, or 37 hours per week. Occasional late working or attendance at work-related events outside of working hours is required. (Occasional travel is required.)• Overtime: as appropriate for job level• Remuneration: total Cost to Company of ZAR 11019.00 per month.• Benefits: Medical Aid, 13th Cheque• Primary work location: Embassy of Ireland, Pretoria• Start date? There is a 3-month probation period (09-2017), after which performance is reviewed• Performance Management: The Embassy of Ireland operates a Performance Management Development System (PMDS) based on that used in the Irish civil service. Staff members agree, with their manager, goals, key tasks and targets aligned to an annual business plan. Performance is reviewed mid-year and at year-end. The PMDS also includes agreed on-going professional development actions. The incumbent agrees his/her profile with his/her line manager. This role requires consistent compliance with defined and established consular procedures.	