



**An Roinn Gnóthaí
Eachtracha agus Trádála**
Department of
Foreign Affairs and Trade

Consular Officer Embassy of Ireland, Madrid

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 Madrid is seeking to recruit a resourceful, proactive and flexible individual to fill the position of **Temporary Consular Officer** in the Embassy.

Main responsibilities

Consular Officers at Embassy Madrid, working directly with the Consular Manager and a supervisor from among the full-time diplomatic staff, are tasked with supporting the consular team of the Embassy, Ireland's busiest consular mission overseas. The precise range of duties will vary over time according to the needs of the Embassy, but the role of Consular Officer will include:

- Working closely with the Consular Manager and team to provide consular assistance to Irish citizens across Spain and Andorra. This includes, but is not limited to, leading and following up on our cases, which can include deaths, arrests, hospitalisations, welfare and general difficulties encountered by Irish citizens
- Responding to queries from members of the public via email and phone
- Providing support to the passport and visa sections to ensure the smooth running of the Embassy, including processing applications and dealing with enquiries
- Performing general administrative tasks, as and when required
- Ensuring strong records management practices are in place
- Participation in the Embassy's duty rota for the provision of emergency consular assistance outside of office hours
- Other duties as required from time to time and directed by management staff.

Essential requirements

The Consular Officer must be able to demonstrate:

- Excellent written and oral communication skills, and accordingly **must** be bilingual in English and Spanish. **A written test will apply.**
- Experience of involvement in a customer-service oriented team
- Willingness to take direction and advice and act accordingly
- Attention to detail and an ability to juggle various tasks under pressure, including an ability to work independently to prioritise urgent tasks
- Flexibility, efficiency and effectiveness to work across teams and sections as needed
- Ability to show compassion and understanding even in stressful situations, and when dealing with Irish citizens in distress
- Familiarity with Spanish and Irish culture and administration, including legal and healthcare systems
- A good understanding of the important role of consular services
- Good judgement in delicate and complex situations
- Computer literacy and information management skills
- **The successful candidate must have a legal entitlement to live and work in Spain prior to recruitment**

Desirable Skills and Experience:

- A good understanding of the role of the Department of Foreign Affairs and the Embassy;
- Experience working in a bilingual environment through both languages
- Proficiency in other UN languages will be considered a distinct advantage

Terms and conditions of employment:

- This is a temporary position for 12 months, commencing with immediate effect.
- Monday to Friday, 40 hours per week, with standard office hours from 9:00am to 5:00pm
- The gross salary for this temporary role is €27,158.91
- Annual leave entitlement for this temporary role is 25 days

How to apply:

The Application Form for this position is available on our website <https://www.dfa.ie/irish-embassy/spain/about-us/job-opportunities/>

Application forms must be completed **in English** and submitted by email to: madridembassy@dfa.ie with the subject line: **Consular Officer Application.**

Applications must be received before 17:00 on 2nd of December 2022

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

Selection process:

- Candidates will be short-listed for an assessment exercise, including language proficiency, on the basis of information supplied in their application. Successful candidates will be called for a competency-based interview.
- It is planned that the assessment exercise will be held via video-conference before the end of 9 December, 2022.

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.

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

Please note that canvassing will disqualify applicants automatically.