



An Roinn Gnóthaí Eachtracha
Department of Foreign Affairs

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

Roles and Responsibilities:

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 and support to Irish citizens across Spain and Andorra;
- 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;
- Providing excellent customer service at the Embassy's public office;
- Other duties as required and directed by the Ambassador and/or other diplomatic officers as necessary

Essential Requirements candidates must be able to demonstrate:

- Candidates must have previous professional experience in a customer-facing role;
- Using work-based examples, the candidate must demonstrate experience of showing excellent interpersonal skills, being persuasive, working in a team but also 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 their approach if necessary;
- The candidate must be fully bilingual in English and Spanish;
- The candidate must demonstrate using examples, their working knowledge of Microsoft Office Suite (Outlook, Word, Excel);
- ***All applicants must have a permanent legal right to reside and work in Spain.***

Desirable Skills and Experience:

- A good understanding of the role of the Department of Foreign Affairs and the Embassy;
- The successful applicant will work alongside other local employees of the Embassy, and will report directly to the Consular Manager. Previous experience with consular work is desirable;
- A relevant degree is also desirable.

Terms and conditions of employment:

- The successful candidates will be hired on an indefinite contract, subject to passing probationary period, based at Embassy of Ireland, Madrid.
- Monday to Friday, 40 hours per week, inclusive of breaks, with standard office hours from 9.00 to 17.00.
- Annual Leave entitlement 25 days per annum.
- The salary for the position is €27,702.09 per annum, paid locally on a weekly basis. Salaries are paid direct to a bank account, therefore, the successful candidate must have a bank account.

How to apply

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

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

Applications must be received before 12:00 hrs. (Local time) on 14 December 2023

Interviews are tentatively scheduled for the morning of the 18 December. 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 tentatively planned that interviews will be held on Monday 18 December.
- 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 Madrid is committed to a policy of Equal Opportunity.***