



An Roinn Gnóthaí Eachtracha Department of Foreign Affairs

VACANCY - Administration Officer, Embassy of Ireland, Ankara

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 works to promote Irish interests in Türkiye across a range of areas including the bilateral relationship, human rights and civil society, culture and the economy. We provide a range of key citizens' services including consular assistance, passports, foreign birth registrations and information for those intending to visit Ireland.

The Mission is now looking to recruit an Administration Officer. The successful applicant will be a dynamic individual who is fluent in English and Turkish and who enjoys communicating with the public and a range of key stakeholders.

Role

- Responding to public queries received by the Embassy over telephone and email;
- Providing excellent customer service at the Embassy's public office;
- Providing consular assistance to Irish citizens and their families;
- Assisting in processing emergency travel documents;
- Providing support to the Consul, and undertaking other administrative and consular tasks as required;
- Performing occasional translation work;
- Other duties as required from time to time and directed by the Ambassador and Deputy Head of Mission as necessary.
- Assisting in the organisation of events, as necessary; and
- Other duties as may be required.

Essential requirements candidates must be able to demonstrate:

- Candidates must have a degree;
- Candidates must have at least 12 months relevant professional experience in a customer facing role;
- The candidate must demonstrate using work based examples of providing excellent interpersonal skills, being persuasive, working in a team but also dealing effectively with people in external organisations;
- The candidate must be fully bilingual in English and Turkish.
- The candidate should provide examples of being solutions-oriented, and committed to delivering results, including by adapting approach if necessary;
- The candidate must be able to demonstrate computer literacy and information management skills; and
- The successful candidate must have a legal entitlement to live and work in Türkiye prior to recruitment.

Desirable requirements:

- Knowledge of international affairs and experience of working in an international environment.

Terms and conditions of employment:

- The successful candidate will be hired on a fixed-term contractual basis and will be based at the Embassy of Ireland, Ankara.
- The starting salary for the position is €12,776.43 per annum paid locally on a monthly basis. The Mission will make SGK contributions, however income tax is the responsibility of the successful candidate.
- Salaries are paid direct to a bank account, therefore the successful candidate must have a bank account.
- Monday to Friday, 35 hours per week, with standard office hours from 9am to 5pm
- Annual Leave entitlement 20 days per annum plus a mixture of Irish and Turkish public holidays.

How to apply

The Job Description for this position is available on our website <https://www.dfa.ie/irish-embassy/Turkey/about-us/jobopportunities/>

Completed application forms should be sent via e-mail only to ankaravacancies@dfa.ie, with the subject line **Administration Officer**.

Applications must be received before 16:30 (Local time) on Friday 22 July 2022.

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 interview may be undertaken based on the Essential/Key Requirements above.
- It is planned that competency based interviews will be held immediately following the deadline for applications.
- 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, Ankara, is an equal opportunities employer, and welcomes applications from people of all communities.