



An Roinn Gnóthaí Eachtracha
Department of Foreign Affairs

VACANCY- Administration Officers
Embassy of Ireland, Lusaka

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 experienced, resourceful, dynamic and flexible individuals with previous experience in a similar environment to fill two Administration Officer positions at the Embassy. **Only those applicants that meet the essential requirements below will be considered.**

The Administration Officer will work as part of the Embassy team and as part of the administration officer cohort to support its work in Zambia and Namibia. The Administration Officer will support the Embassy to provide a high quality, consistent and efficient level of service according to the accountability standards set out in the policies of the Department of Foreign Affairs, Ireland.

The Administration Officers will be required to develop a detailed knowledge of the various processes employed by the Embassy in its services delivery, its financial management processes and its internal administration. The Administration Officers will be required to be proficient in a range of ICT skills in order to be trained to use the various software systems used by the Embassy.

The Administration Officers will be required to develop familiarity and understanding of the wider work of the Embassy, to be familiar with the Mission's Strategy and Business Plan and, more broadly, with the Department of Foreign Affairs of Ireland High Level Goals and Objectives.

Roles and Responsibilities:

The precise range of duties will vary over time according to the needs of the Embassy, but will include the following:

Programme Support

- Ensure that all programme and project grants documentation is complete, available and filed according to policy
- Provide administration support to the fellowship process – organise advertisement, logistics, support interviews and follow-up on any matters
- Maintain a fellowship alumni network, ensuring regular targeted communications
- Provide administration support on travel arrangements and monitoring visit logistics
- Process programme related and other payments
- Answer and/or allocate general Embassy queries
- Draft communications and letters as necessary with follow-up
- Develop and record contacts
- Diary management for Head of Section
- Organise and minute team meetings

Administrative, Financial and Technical Support

- Provide administrative support across other areas of the Embassy's work including through the processing of payment requests on the Embassy's financial systems;
- Ensure that all suppliers are properly recorded and payments are properly coded and processed in a timely way;
- Monitor budget and expenditure on the Embassy's financial management system and produce reports and queries from it;
- Procure supplies in accordance with the Embassy's policies, including drafting terms of reference and conducting tenders;
- Provide support to the planning and implementation of Embassy events as required;
- Contribute to the Embassy's reporting as required;
- Carry out additional responsibilities that may be assigned by the Line Manager, Office Manager or Ambassador from time to time;

Services Delivery and Monitoring

- Provide alternate / continuity support to the delivery of the Embassy's consular services officers. This includes the processing of passport and visa applications; provision of accurate and timely advice to customers; support in crisis situations; liaison with Zambian, Namibian and Irish authorities; maintaining accurate records and maintaining familiarity with all relevant systems and policies.

Records and Database Management

- Maintain all relevant databases and information systems with accurate and complete information in accordance with Departmental policies, including in relation to data protection.

Communication, Networking and Team Work

- Maintain excellent relationships with key Zambian stakeholders, e.g. Government, Civil Society Organisations, Irish citizens and other Diplomatic Missions;
- Working within teams to build knowledge and represent the whole of Embassy;
- Logistical support on cultural and representational events.

Essential Requirements candidates must be able to demonstrate:

- Candidates must have a minimum of a Grade 12 education with a Third-Level Diploma (or higher) in Business Administration, Office Management or a similar discipline;
- Candidates must have a minimum of 2 years professional experience in a customer facing role;
- Candidates must have previous experience in customer services, financial administration or general office administration;
- Candidates 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;
- Candidates must provide evidence of flexibility, efficiency and effectiveness showing strong organizational skills and excellent attention to detail;
- Candidates must be able to work under pressure and to manage multiple tasks, prioritising based on importance and urgency;
- Candidates must have strong analysis and judgement, and be able to present clear conclusions or recommendations from analysis of different sources and types of information
- Candidates should provide examples of being solutions-oriented, and committed to delivering results, including by adapting approach if necessary;

- Candidates must have excellent verbal and written English language skills
- Candidates 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 Zambia.**

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 diplomatic staff in the Mission. Previous experience in a diplomatic mission or an international organisation is desirable, but not essential.
- Further third level qualifications are an advantage, particularly in the areas of Business Administration of a field relevant to the work of the Embassy; and
- Additional professional experience or a qualification in any of the following areas may also be deemed an advantage: Communications and Social Media; Graphic Design; Public Relations/Public Affairs; ICT.

Terms and conditions of employment:

- The successful candidates will be hired on a permanent contractual basis with a three month probation period and will be based at the Embassy of Ireland, Lusaka;
- Monday to Friday, 48 hours per week;
- Annual Leave entitlement 24 days per annum;
- The gross salary for the position is €17,503.97 (inclusive of housing allowance) 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 www.dfa.ie/zambia

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

Applications must be received before 16:30 hrs. (Local time) on 28 October 2022

No applications will be accepted after this deadline.

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 planned that interviews will be held in person during the month of November 2022.
- 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 for current and future vacancies.

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, Lusaka is committed to a policy of Equal Opportunity.