



An Roinn Gnóthaí Eachtracha Department of Foreign Affairs

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

The Consular Officer will work on all aspects of consular work for the Embassy in Zambia and Namibia. The Consular Officer will support the Embassy to provide a high quality, consistent and efficient level of service to our citizens and clients who are living in, or visiting, Zambia and Namibia.

The Consular Officer will be required to develop a detailed knowledge of the various processes for consular services – visa applications, passport applications, other consular services, as well as for the provision of consular advice and assistance.

The Consular Officer 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 Consular Officer 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 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:

Consular Services Delivery and Monitoring

- Provision of consular services for Irish citizens in Zambia and Namibia including the processing of applications for passports and Foreign Birth Registrations;
- Receive and process visa applications for visa-required nationals resident in Zambia or Namibia for travel to Ireland;
- Present visa application analysis, risks and recommendations to the Embassy Visa Deciding Officer;
- Provide accurate information regarding consular services, entitlements and assistance in a timely manner, by phone, email or in-person;
- Maintain responsibility for the collection of, and accounting for, passport and visa application fees, as well as other fees charged for consular services;
- Keep abreast of developments in relevant policies and guidelines and liaise with the Irish Department of Justice and the Passport Service for additional guidance as appropriate;

- Maintain updated documentation of visa and passport processes to support continuity of services during absences and assist with the training of other Embassy staff in consular service provision; and
- Maintain familiarity with the Consular Crisis Response Plan and update the plan at regular intervals.

Records and Database Management

- Maintain the database of Irish nationals who have registered with the Embassy and supporting with proactive communication with the Irish community as appropriate;
- Maintain quality consular records in accordance with organizational policies;
- Secure maintenance of confidential information held on the Irish community and clients of Embassy visa and consular services; and
- Compile, edit and submit reports on consular activities as required by the Embassy and/or Department of Foreign Affairs.

Administrative 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;
- Provide support to the planning and implementation of Embassy events as required;
- Carry out additional responsibilities that may be assigned by the Line Manager, Office Manager or Ambassador from time to time; and
- Administration of ICT consumables and Embassy network and liaison with Embassy service providers and ICT Unit in Department of Foreign Affairs HQ as required.

Communication, Networking and Team Work

- Act as an Embassy focal point for the Irish community in Zambia and Namibia;
- Maintain excellent relationships with key Zambian stakeholders e.g. Immigration, Police, other Diplomatic Missions that may be required to assist Irish citizens;
- Represent the Embassy at external consular, crisis and security meetings as required; and
- Ensure consular information on the Embassy website is up-to-date and liaise with other Embassy colleagues on social media messaging as appropriate

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;
- Candidate must have previous experience in consular services provision or general office administration;
- 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 provide evidence of flexibility, efficiency and effectiveness showing strong organizational skills and excellent attention to detail;
- The candidate must be able to work under pressure and to manage multiple tasks, prioritising based on importance and urgency;
- The candidate must have strong analysis and judgement, and be able to present clear conclusions or recommendations from analysis of different sources and types of information
- The candidate should provide examples of being solutions-oriented, and committed to delivering results, including by adapting approach if necessary;

- The candidate must have excellent verbal and written English language skills
- The candidate must demonstrate using examples, their working knowledge of Microsoft Office Suite (Outlook, Word, Excel); and
- ***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; and

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 **Consular Officer Vacancy**.

Applications must be received before 16:30 hrs. (Local time) on 14th 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 before the end 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.

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.