



Recruitment Notice for (1) Consular Officer and (2) PA to Consul General at the Consulate General of Ireland, Toronto

The closing date for applications – 5pm (EST), 28 September 2022

Mission Statement

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 Consulate General of Ireland in Toronto, began its work in Toronto on 1 September 2022. The Consulate General team will work to promote Irish interests and strengthen political, commercial, community, and cultural ties between Ireland and the Provinces of Ontario (except for the Ottawa region), Manitoba and Saskatchewan.

The Consulate General of Ireland, Toronto is seeking applications from suitably qualified candidates to fill both positions. The successful candidates will be hired on an initial fixed term two year contract, with a 6 month period of probation. **Candidates must have a permanent, legal right to reside and work in Canada and will be subject to Canadian employment and taxation law.**

Vacancy 1: Consular Officer

The successful candidate will be a highly motivated, enthusiastic individual with a proven capacity to multi-task in a busy and demanding environment. The successful candidate will work as part of a very busy and flexible Consulate General team and will have significant opportunities to develop their skills and gain hands on experience. They will play a key role in the work of the Consulate General, including general financial and administrative support, providing consular services and assistance, and supporting Irish citizens and others with the many services that the Consulate General will provide.

The precise range of duties will vary over time according to the needs of the Consulate General, but **the role and responsibilities will include the following:**

- Responding to public queries received by the Consulate General over telephone and email;
- Providing excellent customer service at the Consulate General public office;
- Providing consular assistance to Irish citizens and their families ;
- Assisting in processing emergency travel documents;
- Providing support to the Consul General and undertaking other administrative and consular tasks as required;
- Update the Consulate General's social media accounts in conjunction with the Deputy Head of Mission and other colleagues;
- Working on the Consulate General's social media outreach; and



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- Other duties as required from time to time and directed by the Consul General and Deputy Head of Mission as necessary, subject to the business needs of the Consulate General including periodic out of hours and weekend cover for the Consulate General's consular duty service.

Essential Requirements candidates must be able to demonstrate:

- At least two years of professional experience in an office-based, client or public facing role;
- Strong customer service orientation, with excellent interpersonal and time management skills;
- High level of proficiency in the Microsoft Office suite;
- Experience of working effectively in a team environment;
- High level commitment, reliability and attention to detail, with thorough follow-through on projects assigned;
- Ability to quickly research and summarise/present key points from policy statements and documents;
- High degree of integrity and trust;
- Fully fluent in English;
- A strong results orientation and high levels of initiative, taking ownership for work and demonstrating self-sufficiency;
- Ability to work out of hour duties as required; and
- ***All applicants must have a permanent legal right to reside and work in Canada.***

In addition to the essential requirements above, the following criteria is an advantage:

- An interest in, or aptitude for Irish-Canadian relations would be an advantage.
- Previous experience of working in an international environment, particularly in the provision of administrative services, would also be advantageous.

Vacancy 2: PA to Consul General

The successful candidate will be a highly motivated, enthusiastic individual with a proven capacity to multi-task in a busy and demanding environment. The successful candidate will work as part of a very busy and flexible Consulate General team and will have significant opportunities to develop their skills and gain hands on experience in the areas of accounting and procurement, as well as event administration. As part of the small but vibrant Consulate General team, the research and administration assistant will also assist in the general duties of the Consulate General, as required, for example in assisting with the organisation of large-scale events including the St. Patrick's Day period, and associated duties relating to inward high-level visits.

The precise range of duties will vary over time according to the needs of the Consulate General, but **the role and responsibilities will include the following:**

- Managing the Consul General's office and diary;
- Managing invitations & logistics for Consulate General events;



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- Arranging travel for diplomatic staff;
- Logistical support for official visits from Ireland (including arranging bilateral meetings, local transportation, accommodation, etc.);
- Preparation of monthly Consulate General accounts;
- Management of individual projects, such as procurement, contract management etc.
- Helping to maintain contact databases; and
- Other duties as required from time to time and directed by the Consul General and Deputy Head of Mission as necessary, subject to the business needs of the Consulate General including periodic out of hours and weekend cover for the Consulate General's consular duty service.

Essential Requirements candidates must be able to demonstrate:

- At least two years of professional experience in an office-based, client or public facing role;
- Experience of working effectively in a team environment ;
- Excellent research and drafting skills;
- High level of proficiency in the Microsoft Office suite;
- Strong customer service orientation, with excellent interpersonal and time management skills;
- Excellent organisational skills, including hospitality supervision and event management support;
- High level of commitment, reliability and attention to detail, with thorough follow-through on projects assigned;
- High degree of integrity and trust;
- Fully fluent in English;
- A strong results orientation and high levels of initiative, taking ownership for work and demonstrating self-sufficiency;
- Ability to work out of hours as required; and
- ***All applicants must have a permanent legal right to reside and work in Canada.***

In addition to the essential requirements above, the following criteria is an advantage:

- An interest in, or aptitude for Irish-Canadian relations would be an advantage.
- Previous experience of working in an international environment, particularly in the provision of administrative services, would also be advantageous.

Terms and Conditions of Employment for both positions:

Start date:	October 2022
Location:	Consulate General of Ireland, Toronto
Contract duration:	The successful candidates will be hired on a 2 year fixed term contract, with a 6-month period of probation.
Working hours:	40 hours per week with some occasional additional hours including some evening and weekend work (leave time-in-lieu will be offered for this work).



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	Individuals unable to occasionally work out-of-hours should not apply for this post.
Salary:	Annual Salary - CAD \$55,019. Salaries are paid direct to a bank account, therefore, the successful candidate must have a bank account. Annual Increments based on satisfactory performance.
Annual leave:	20 days per annum and public holidays with leave time-in-lieu for occasional evening/weekend work.
Eligibility:	Candidates must have a permanent, legal right to reside and work in Canada and will be subject to employment and taxation law.
Closing date:	5pm (EST), 28 September 2022
How to apply:	Completed application forms and résumé in Word or PDF format should be sent via email to TorontoCGRecruitment@dfa.ie by 17.00 (EST) on 28 September 2022. (No applications will be accepted after this deadline) Depending on response rates, the deadline may be extended. 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 early October;
- 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 Consulate General of Ireland, Toronto is committed to a policy of Equal Opportunity.