



An Roinn Gnóthaí Eachtracha Department of Foreign Affairs

Consular and Community Officer Embassy of Ireland, Pretoria

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 and Community Officer in the Embassy.

Roles and Responsibilities:

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

- Responding to public queries received by the Embassy over telephone and email;
- Providing excellent customer service at the Embassy's public office;
- Taking receipt of and processing visa applications for travel to Ireland, including giving advice on the process to the applicant and liaising with HQ and the Department of Justice on any issues;
- Providing consular assistance to Irish citizens and their families;
- Assisting in processing emergency travel documents;
- Other duties as required from time to time and directed by the Head of Consular as necessary;
- Collection and accounting for Passport, Visa, Citizenship and other fees;
- Use and maintain all administrative systems relating to Consular Services, ensuring accurate records of all passports and visas issued;
- Assist as required with the organisation of events for the Irish Community in South Africa and other countries of accreditation and any other duties as required by the employer.

Essential Requirements candidates must be able to demonstrate:

- Candidates must have a grade 12 education with Diploma in Business Administration/Office Management or similar level of tertiary education;
- Candidates must have a minimum of five years' experience in Consular Services and Reception;
- The candidate must provide evidence of flexibility, efficiency and effectiveness showing strong organizational skills, attention to detail, able to work under pressure and to manage multiple tasks;
- Candidates must have excellent interpersonal and communication skills working in a team and also dealing effectively with the public on sensitive consular and visa issues;
- Candidates must be fluent in English;
- 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 South Africa.***

Desirable Skills and Experience:

- Previous experience in a diplomatic mission or international organisation is desirable, but not essential.

Terms and conditions of employment:

- The successful candidates will be hired on a fixed-term contractual basis and will be based at Embassy of Ireland, Pretoria.
- Primary work location: Embassy of Ireland, Pretoria
- Monday to Friday, 37 hours per week, with standard office hours from **08h00am to 16h30pm**
- Annual Leave entitlement 21 days per annum.
- The salary for the position is **ZAR257,744.37** per annum, **ZAR19,826.49** per month paid locally on a monthly basis. Salaries are paid direct to a bank account, therefore, the successful candidate must have a bank account.
- Benefits: Medical Aid.

How to apply

The Job Description and Application Form for this position are available on our website <https://www.dfa.ie/irish-embassy/south-africa/>
Completed application forms should be sent via e-mail only to recruitment.pretoria@dfa.ie, with the subject line **Consular and Community Officer Vacancy**.
Applications must be received by close of business on 02nd July 2023
(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 before the end of [July 2023].
- 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, Pretoria is committed to a policy of Equal Opportunity.***