



An Roinn Gnóthaí Eachtracha  
Department of Foreign Affairs

### VACANCY Temporary Consular Assistant

***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 Assistant in Málaga.

The Consular Assistant in Málaga, working directly with the Consular Manager and a supervisor from among the full-time diplomatic staff at the Embassy in Madrid, is tasked with supporting the consular team of the Embassy, Ireland's busiest consular mission overseas. This includes, but is not limited to, leading and following up on our consular cases, such as deaths, arrests, hospitalisations, welfare and general difficulties encountered by Irish citizens in Spain.

#### **Roles and Responsibilities:**

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

- Work closely with the Consular Manager and team to provide consular assistance and support to Irish citizens in Málaga and the surrounding Consular region of Jaén, Granada & Almeria;
- Respond to queries from members of the public via email and phone;
- Provide support to the passport section of the Embassy to ensure timely and efficient provision of emergency service, and dealing with enquiries from the public;
- Provide support to the visa section of the Embassy to ensure witnessing and certification of documents, and dealing with enquiries from the public;
- Perform general administrative tasks, as and when required;
- Ensure strong records management practices are in place;
- Other duties as may be required.

#### **Essential Requirements candidates must be able to demonstrate:**

- Excellent written and oral communication skills, and accordingly **must** be bilingual in English and Spanish;
- Experience working in a bilingual environment through both languages;
- Experience working in a consular office or in the provision of consular services, and a good understanding of the importance of consular services;
- Willingness to take direction and advice and act accordingly;
- Attention to detail and an ability to juggle various tasks under pressure, including a strong ability to work independently to prioritise urgent tasks;
- Flexibility, efficiency and effectiveness to work across sections as needed;
- Ability to show compassion and understanding even in stressful situations, and when dealing with Irish citizens in distress;

- Familiarity with Spanish and Irish culture and administration, including legal and healthcare systems;
- Good judgement in delicate and complex situations;
- Computer literacy and information management skills;
- **The successful candidate must have a legal entitlement to live and work in Spain prior to recruitment.**

**Terms and conditions of employment:**

- The successful candidates will be hired on a 6 month fixed-term contractual basis and will be based in Málaga;
- Hours of work will be from Monday to Friday, 25 hours per week;
- The salary for the duration of this 6-month period for this position is €16,974.32, paid locally. Salaries are paid direct to a bank account, therefore, the successful candidate must have a bank account.

**How to apply**

The Job Description for this position is available on our website [Job Opportunities - Department of Foreign Affairs \(dfa.ie\)](#)

A cover letter outlining how candidates meet the essential requirements and a CV outlining experience should be sent via e-mail only to [madridembassy@dfa.ie](mailto:madridembassy@dfa.ie) with the subject line **Consular Assistant Vacancy.**

**Applications must be received before 17:00 (Local time) on 30 June 2023**

No applications will be accepted after this deadline

**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 the week July 7;
- A skills test may be included in the recruitment process;
- A second interview may be included in the recruitment process;
- 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, Madrid is committed to a policy of Equal Opportunity.***

