



Embassy of Ireland

VACANCY ANNOUNCEMENT Consular Officer/Interpreter

The Embassy of Ireland in Hanoi, Vietnam is inviting applications from qualified candidates for the position of **Consular Officer/Interpreter**. This is a locally engaged position.

The Consular Officer/Interpreter will provide consular services and administrative support to the Second Secretary and Consular/Visa team and assist the Embassy across a range of activities and services, e.g. organising events, translation and liaison with local service providers and partners. This is a new role and will be subject to probation.

Main responsibilities:

- Communicating with Irish citizens, visa applicants and agents by email, phone and in person and ensuring the provision of accurate and timely information on consular and visa services;
- Processing a range of consular services, including passport applications, emergency travel documents, certification of documents, authentication of adoption applications, Foreign Birth Registration, Certificate of Freedom to Marry, etc.;
- Support to emergency consular services, including out of office hours as required;
- Preparation of visa applications for consideration by the deciding officer;
- Provision of translation and interpretation from Vietnamese to English, and vice versa, as required. In particular, provide interpretation support to Ambassador and Second Secretary, as well as to visiting delegations;
- Management of consular and visa filing systems, managing petty cash, official correspondence, diary management, and official travel arrangements;
- Provision of administrative support to the Ambassador including: management of Ambassador's diary; maintenance of database of key contacts; organising appointments; travel arrangements;
- Organisation of official events;
- Assisting in the promotion of Ireland and maintenance of diaspora links;
- As part of the Embassy team, assist with other Embassy priorities as required.

Note: The Embassy of Ireland in Hanoi is a professional team and all staff are expected to be respond to challenges, be flexible, and to assist with other duties and projects of the Embassy as required. Staff should note that some duties may change over time as required.

The suitable candidate will demonstrate:

- University degree and a receptionist/secretarial qualification;
- Working experience after graduation; experience of working for international organisations or embassies an advantage;
- Excellent competency in English and Vietnamese;
- Relevant administrative and secretarial experience;

- Computer literate in all Microsoft Office applications;
- Flexibility and attention to detail;
- Ability to listen, to consult and to share information and ideas;
- Ability to work independently, whilst having team work skills;
- Capacity to focus on priorities and to organise work to deliver on time;
- Flexibility to work under pressure and to respond quickly to new demands;
- Willingness to travel as requested.

Applications:

Please see job description and selection criteria below. We are seeking high quality written applications in English. Your application should include a cover letter, CV, copy of university certificate, name and contact details of three referees, a passport photo and statement directly addressing the selection criteria (for each criterion no more than 100 words). Written applications form part of the final assessment, and applications that do not directly address the selection criteria will not be considered.

Applications marked “**Consular Officer/Interpreter**” should be sent no later than 04th July, 2017, preferably to: pham.t.van@talentnet.vn. By submitting information electronically, applicants accept that data may not be fully secure. If desired, the application may alternatively be sent in hard copy to: Talentnet Corporation, Unit 6, 6th floor, International Centre, 17 Ngo Quyen Street, Hanoi.

Any personal information submitted will only be used for its intended purposes and will be destroyed when no longer needed. Any other processing or disclosure of personal data is not allowed other than in the exceptional circumstances provided for under the Data Protection Acts of Ireland.

Only short-listed candidates will be contacted. Canvassing will disqualify. Canvassing is any attempt, direct or indirect, to influence the outcome of the recruitment process. No telephone enquiries after submitting the application please. Applications will not be returned.

The Embassy of Ireland is an equal opportunities employer. We welcome skilled candidates from all backgrounds, irrespective of ethnicity, religion, gender, disability or sexual orientation.

Job Description

Consular Officer/Interpreter

Embassy of Ireland, Hanoi

1. Introduction

The Embassy of Ireland in Hanoi is a busy office engaged in a range of activities and services.

The Embassy works to promote a positive relationship between Ireland and Vietnam across a wide number of sectors. From developing Irish economic and business interests in Vietnam to supporting Vietnam's development through our Irish Aid programme which provides technical support and experience sharing to our Vietnamese partners, the Embassy focuses on maintaining the excellent relationship between our two Governments.

The Embassy of Ireland in Hanoi is also accredited to Cambodia and Lao PDR and Ireland has also established a strong political and development presence in these countries.

Beyond the trade, economic, cultural and development activities, the Embassy processes visa applications for entry by foreign citizens to Ireland and provides a wide range of consular services for Irish citizens, including passport processing, Foreign Birth Registration, Certificates of Freedom to Marry and authentication of documents, and consular assistance to Irish citizens in emergencies in South-East Asia.

2. The Position

The Embassy of Ireland in Vietnam is seeking to recruit a highly motivated and experienced individual to join our Embassy team. The Consular Officer/Interpreter will report directly to the Second Secretary responsible for consular services, and will also work closely with the Embassy's Administrative Attaché and two existing consular officers/interpreters. This is a new role and will be subject to probation.

The Consular Officers at the Embassy of Ireland perform a wide range of duties across the Embassy's three countries of accreditation (Vietnam, Cambodia and Lao PDR), including but not limited to: provision of consular services and consular assistance; provision of visa services; liaison with Government and other diplomatic missions; provision of customer services at the Embassy's public office; diary management and logistics support to posted staff; provision of translation and interpretation; and, event management support. The Embassy's Consular Officers, while each having distinct areas of responsibility, work in a flexible manner to ensure continued coverage of the broad range of tasks assigned to these roles.

Specific Responsibilities:

Consular services

- Communicating with Irish citizens and visa applicants in the Embassy's three countries of accreditation by email, phone and in person and ensuring the provision of accurate and timely information on consular and visa services;
- Ensuring the provision of timely, efficient and appropriate customer services at Embassy's public office;

- Processing a range of consular services, including passport applications, emergency travel documents, certification of documents, authentication of adoption applications, Foreign Birth Registration, Certificate of Freedom to Marry, etc.;
- Management of consular and visa filing systems, maintenance of Irish citizen registers in the three countries of accreditation, and compilation of monthly consular statistics;
- Management and reconciliation of Embassy petty cash and reconciliation of consular receipts;
- Liaison and relationship-building with relevant counterparts in Ireland to ensure the smooth functioning of public services offered by the Embassy;

Consular assistance

- Provision of direct consular assistance to Irish citizens, by email, phone and in person;
- Provision of critical support to diplomatic consular officers for complex consular cases, including negotiation with authorities, liaison with key actors, and interpretation/translation;
- Support to emergency consular assistance, including out of hours;
- Maintenance of accurate records of consular assistance provided;
- Liaison, negotiation and relationship-building with immigration, police, hospitals, undertakers and other organisations, and maintenance of list of key contacts, to ensure the provision of essential consular support in the Embassy's three countries of accreditation;
- Liaison, negotiation, and relationship-building with Government ministries and other diplomatic missions, and maintenance of list of key contacts, to ensure the provision of essential consular support, and to facilitate the Embassy's broader engagement in its three countries of accreditation;
- Liaison and relationship-building with relevant counterparts in Ireland to ensure the smooth functioning of public services offered by the Embassy;

Visa services

- Provision of accurate advice to visa applicants and agents, by phone, email and in person;
- Preparation of visa applications for consideration by the deciding officer;
- Liaison and relationship-building with consular/visa officers in other diplomatic missions to facilitate information-sharing, within the provisions of the Data Protection Act;

Interpretation/Translation

- Provision of translation and interpretation to:
 - i) facilitate the provision of consular assistance;
 - ii) facilitate official communications with Vietnamese authorities;
 - iii) facilitate the effective conduct of meetings between diplomatic staff and the Vietnamese Government, state bodies and other key interlocutors;
- In particular, provision of interpretation to Ambassador and Second Secretary in bilateral meetings with Government, including on justice, political and foreign policy matters;
- Provision of interpretation to incoming delegations, notably in respect of adoption matters;

Local executive assistant duties

- Provision of administrative support to the Ambassador including through: management of Ambassador's diary; maintenance of database of key contacts; organising appointments with key Government, diplomatic and Irish community contacts across the three countries of accreditation; travel arrangements;
- Organisation of events at the Embassy and Residence, including preparation of invitation lists, managing RSVPs, and coordinating event logistics;
- Management of diaries and provision of logistics support (travel, accommodation, visas) to all posted staff;

Wider Embassy Support

- Provision of logistics support to incoming and outgoing visits;
- Assisting in the promotion of Ireland and maintenance of diaspora links through supporting the organisation of Embassy events;
- Provision of input on consular matters across the work of the Embassy, to ensure that consular issues are understood and taken into consideration across other aspects of the Embassy's work;
- Contribute to the Embassy's promotional and trade agenda through providing timely, accurate and efficient advice and support to prospective visitors to Ireland.

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3. Selection Criteria

- A. A minimum qualification of a recognised university degree is required;
- B. Strong organisational skills and ability to undertake projects, administrative duties, and to organise public activities and programmes, including managing complex events, and paying close attention to detail;
- C. Ability to work with minimal supervision, to set priorities and manage complex tasks and competing demands to meet deadlines while maintaining high standards of work. Ability to work under pressure, solve problems, be flexible and adapt to new tasks and situations as required;
- D. Strong interpersonal skills, including the ability to cooperate well with colleagues, key contacts and citizens and to develop good working relationships. Ability to work well as a member of a team, as well as to work independently;
- E. Ability to communicate effectively orally and in writing in English and Vietnamese, including strong liaison, negotiation and translation skills;
- F. Understanding of the importance of maintaining the integrity of a diplomatic mission, and of the confidentiality of consular services.