



An Roinn Gnóthaí Eachtracha Department of Foreign Affairs

Consular and Office Manager

Embassy of Ireland, Bangkok

The role of Consular and Office Manager broadly is to support the work of the Head of Mission (HoM) and Deputy Head of Mission (DHoM) in the discharge of their official functions more generally including providing a responsive and effective consular service to the Embassy's customers through recruiting, training and supervising the consular team, and maintaining office systems.

The ability of the Consular and Office Manager to develop key contacts in the Thai administration and business sector is central to the overall effectiveness of the Embassy having regard to the unique Thai context.

Excellent verbal and written English language skills are essential for this role.

The Consular and Office Manager is required to develop expert knowledge of the various processes for consular services –visa applications, passport applications, other consular services and consular assistance.

Consular assistance cases in Thailand can be particularly challenging and sometimes distressing. This role requires significant interpersonal skills.

The Consular and Office Manager is required to be proficient in a range of IT skills and to be familiar with several different software systems used by the Department.

The Consular and Office Manager is required to develop familiarity and understanding of the wider work of the Embassy, to be familiar with the Mission's Business Plan and more broadly with the Department's High Level Goals and Objectives.

Duties:

- Coordinating and liaising closely with Thai authorities and other Embassies regarding ongoing cases and to also develop a network of contacts in the Thai administration, business sector and more generally which can then be leveraged to the benefit of the mission.
- Official translator for high-level meetings between Diplomats and high ranking members of the Government and Government Departments.
- Daily management of the consular team including delegating tasks, advising on complex consular matters, supervising the work of new officers and dealing with difficult customers.
- All duties of the Consular Officer position (see Consular Officer Role Profile).
- Development and implementation of the induction, training and mentoring programmes for new officers.
- Overseeing the receipt and security of Consular fee receipts throughout the day.



An Roinn Gnóthaí Eachtracha Department of Foreign Affairs

- Management of HR records annual/sick leave, staff time sheets and liaising with HoM/DHoM if there are any local HR issues.
- Expertly using all software systems including Cabhair, AVATS, Naisiún and APS.
- Providing effective management of the Chancery and Residence to ensure smooth operation.
- Regularly reviewing the office systems to ensure they are working to maximum efficiency and putting forward suggestions and solutions as needed.
- Providing all procurement services for the Chancery and Residence in line with HQ Procurement guidelines.
- Coordinating and liaising with Headquarters in Ireland on a regular basis for a wide variety of operational, administrative and consular matters.
- Ensuring the Embassy Bangkok website is displaying the correct information regarding our services, opening hours, fees etc.
- Management and development of statistical gathering for all consular, financial and operational data on a monthly basis and as requested by HoM/DHoM/HQ.
- Assisting in the promotion of Ireland in which the Office Manager plays a pivotal role in event management at the Embassy and acts as operations manager during the events and supervises supplies to ensure appropriate stock management and control.
- Overall responsibility for logistics, including management of posted staff arrivals and departures, assistance with the selection of posted staff residences, and lease contracts, arrangement of identity documentation and protocol requirements, including all required negotiation with the Ministry of Foreign Affairs.
- Provision of logistics support to incoming and outgoing high-level visits.
- Creating a work environment in which staff will be motivated, happy and contribute to the success of the Embassy.
- Carry out any additional responsibilities that may be assigned by line management from time to time