



**VACANCY- Administration Officer: Reception, Information and Communications
Embassy of Ireland, Lusaka**

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 an experienced, resourceful, dynamic and flexible individual with previous experience in a similar environment to fill an Administration Officer: Reception, Information and Communications position at the Embassy.

All applicants must have a current permanent legal right to reside and work in Zambia.

The Administration Officer: Reception, Information and Communications will work as part of the Embassy team and as part of the administration officer cohort to support the Embassy's work in Zambia and Namibia. The Administration Officer: Reception, Information and Communications will support the Embassy to provide a high quality, consistent and efficient level of service according to the accountability standards set out in the policies of the Department of Foreign Affairs, Ireland. In particular, the Officer will deliver on the customer service, information management and communications plans of the Embassy.

The Administration Officer will be required to develop familiarity and understanding of the wide range of work of the Embassy, to be familiar with the Mission's Strategy and Business Plan and, more broadly, with the Department of Foreign Affairs of Ireland High Level Goals and Objectives. The Officer will also be required to develop a detailed knowledge of the various processes employed by the Embassy in its services delivery, its financial management processes and its internal administration. The Administration Officer will be required to be proficient in the use of information communications technology, including computers and mobile audio-visual technology. Excellent customer services skills are expected of the role as first point of contact between the public and the Embassy.

Roles and Responsibilities:

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

- Direct callers, correspondents and visitors to the appropriate service or Officer at the Embassy
- Manage correspondence, deliveries and visitors. Manage the general e-mail accounts and website of the Embassy
- Organise and manage the information resources held by the Embassy according to data protection rules;
- Work with colleagues to identify, assemble and maintain appropriate archives of material
- Manage contacts and events databases in accordance with organisational policies including the social media accounts and webpages of the Embassy, including monitoring and reporting on analytics and developing learning;
- Manage the physical and electronic information resources of the Embassy, including migration projects and statutory obligations on information management.

- Create timely, disciplined, well-informed and effective public diplomacy content in coordination with colleagues;
- Build and maintain strong contacts with the media and other communications officers in Government and other Embassies;
- Build strong contacts within the organisation, particularly in the communications and cultural areas.
- Support logistics for events from inception to conclusion; manage invitations lists and support for promotional and cultural events.
- Provide administrative support across other areas of the Embassy's work including through the processing of payment requests on the Embassy's financial systems; Provide alternate / continuity support to the Embassy's consular services. This includes the processing of passport and visa applications; provision of accurate and timely advice to customers; support in crisis situations; liaison with Zambian, Namibian and Irish authorities; maintaining accurate records and maintaining familiarity with all relevant systems and policies.
- Carry out additional responsibilities that may be assigned by the Line Manager, Office Manager or Ambassador from time to time.

Essential Requirements candidates must be able to demonstrate:

- Candidates must have a minimum of a Grade 12 education with a Third-Level Diploma (or higher) in Business Administration, Arts Administration, Information Management, Marketing Public Relations, Journalism or a relevant discipline;
- Candidates must have a minimum of three years' professional experience in an administration, communications or information management role;
- Candidates must be able to demonstrate excellent interpersonal, team-working and customer services skills;
- Candidates must have excellent networking skills and strong contacts in their professional field;
- Candidates must be proficient in the use of communications tools (print and broadcast media, social media, event running, drafting and reporting);
- Candidates must provide evidence of flexibility, efficiency and effectiveness showing strong organizational skills and excellent attention to detail;
- Candidates must be able to work under pressure and to manage multiple tasks, prioritising based on importance and urgency;
- Candidates must have strong analysis and judgement, and be able to present clear conclusions or recommendations from analysis of different sources and types of information
- Candidates should provide examples of being solutions-oriented, and committed to delivering results, including by adapting approach if necessary;
- Candidates must have excellent verbal and written English language skills; and
- Candidates must be highly proficient in the use of Microsoft Office Suite (PowerPoint, Outlook, Word, and Excel) as well as social media platforms (Facebook, Twitter, Instagram).

Desirable Skills and Experience:

- A good understanding of the role of a Ministry of Foreign Affairs and its Embassies and of international relations in general. Previous experience in a diplomatic mission or an international organisation is desirable, but not essential;
- Further third level qualifications are an advantage, particularly in the areas listed above or another field relevant to the work of the Embassy; and
- Additional professional experience or a qualification in any of the following areas may also be deemed an advantage: library, archives, graphic design, social media content creation and editing, and information communications technology.

Terms and conditions of employment:

- The successful candidates will be hired on a permanent contractual basis with a three month probation period and will be based at the Embassy of Ireland, Lusaka;
- Monday to Friday, 48 hours per week;
- Annual Leave entitlement 24 days per annum;
- The gross annual salary for the position is 339,048.40 ZMW (inclusive of housing and all allowances) per annum, paid locally on a monthly basis. The Embassy contributes a further 15% of salary to pension; NAPSA is paid; a medical scheme is in place. Note that the Embassy deducts income tax at source without exception. Salaries are paid direct to a bank account; therefore, the successful candidate must have a bank account;

How to apply

The Job Description and Application Form for this position are available on our website

www.dfa.ie/zambia

Completed application forms should be sent via e-mail only to RecruitmentLusaka@dfa.ie, with the subject line **Administration Officer: Reception, Information and Communications**

Applications must be received before 16:30 hrs. (Local time) on 30th December, 2023

No applications will be accepted after this deadline.

Please note that only short listed applicants will be contacted.

Selection Process:

- Only those applicants that meet the essential requirements above will be considered
- 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 person during the month of January 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 for current and future vacancies.

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, Lusaka is committed to a policy of Equal Opportunity.