



Ambasáid na hÉireann Embassy of Ireland

Administration Assistant Job Description

Background

The Embassy of Ireland in Uganda was opened in 1994 to advance relations between Ireland and Uganda and represent Ireland's values and interests in Uganda.

Ireland's current strategy (2016-2020) for Uganda is guided by our foreign policy, 'The Global Island, Ireland's Foreign Policy for a Changing World', and Ireland's policy for international development, 'A Better World'.

The strategy covers the breadth of the Embassy's work including consular and visa services, cultural promotion, trade and investment promotion, political engagement, and the development cooperation programme, which is closely aligned to the Government of Uganda's second National Growth and Development Plan. A copy of Ireland's strategy is available [here](#).

Reporting

The Administration Assistant(s) report to the Second Secretary or Facilities and Resources Manager.

Overall Role and Responsibility

The Administration Assistant is a key support function in the Embassy working with the Second Secretary, Facilities and Resources Manager, Office Manager and Administration and Consular Teams to ensure quality front-facing customer service, efficient consular and visa services and strong implementation of internal administration processes. The Administration Assistant will have responsibility for the management of specific areas of work across cultural promotion, building linkages into the Irish diaspora, and management of the Front Office. Other responsibilities will include event management, records management and public communications.

Relevant professional experience in customer service, effective communication, coordination, events management and records management coupled with a relevant degree are core requirements to meet the demands of this role.

Specific Responsibilities:-

- 1. Customer Service** – including maintaining a quality customer service experience for all clients; maintaining the front office and client waiting area in a presentable condition; ensuring efficient handling of all calls and emails; coordinating incoming and outgoing documents/deliveries.
- 2. Consular and Visa Services** – including processing of visa, passport and other consular services; remaining up-to-date on relevant guidelines governing visa and consular services; maintaining accurate visa and consular services records; providing quality consular assistance; participating in the Consular Emergency Response Team

and informing emergency response planning; supporting public communications relating to consular and visa services.

- 3. Cultural Promotion and Irish Community Engagement** – including maintaining of the Irish community database; supporting the warden system; building links with the Irish community, networks and alumni; managing logistics for Irish cultural promotion events; supporting public communications relating to the Irish community, culture and diaspora.
- 4. General Administration** – including records management; maintenance of stationary; coordination of transport requests; active engagement in the Administration and Communications Team; other functions and duties as assigned.

Qualifications, Skills, Experience and Competencies Required Essential

1. Degree in recognized Secretarial Studies, Records Management or Business Administration or other relevant qualification
2. Excellent communication and a high standard in English, both spoken and written
3. Strong interpersonal skills and ability to deliver results through a team
4. High motivation with a proven ability to work both independently and as part of a team
5. Proven ability to work with minimal supervision, prioritise and work to deadlines
6. Proven ability to demonstrate initiative, resourcefulness and perseverance
7. Good problem solving, decision making skills and analytical abilities
8. A very high standard of personal integrity
9. Proficiency in the Microsoft suite of applications

Desirable

1. Three years' experience in front-facing customer service
2. Previous similar experience with an international organisation
3. Experience in a coordination role
4. Experience of records management
5. Experience in events management
6. Experience in public communications

Interview Process

The shortlisted candidates will undergo a written exercise and panel interview.

The Embassy will not be liable for payment of any expenses as a result of the interview process.

Canvassing will disqualify and will result in a candidates exclusion from the recruitment process.

By submitting information electronically, parties accept that data may not be fully secure.

Interviews will take place in August with one position available immediately and a second position to follow in November.

Security Clearance

Police vetting 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.

Data Protection

When your application form is received, we create a record in your name, which contains much of the personal information you have supplied. This personal record is used solely in processing your candidature. Such information held is subject to the rights and obligations set out in the Data Protection Acts, 1988 and 2003 and The General Data Protection Regulation (GDPR) (commenced 25th May 2018). To make a request under the Data Protection Acts 1988 and 2003 and the GDPR, please submit your request in writing to FOI Unit, Department of Foreign Affairs and Trade. As per the provisions of the Data Protection Act 1988 and 2003 and the General Data Protection Regulation (GDPR) and subject to the provisions of the Freedom of Information Act, 2014 applications will be treated in strict confidence.

By submitting information electronically, parties accept that data may not be fully secure.

Any personal information submitted to us 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.

Conditions of employment

The successful candidate must demonstrate a legal entitlement to work and live in Uganda.

The successful applicant will be offered a two year contract including an initial probationary period of six months. The contract will include a requirement for regular performance assessment.

The successful candidate will be based in the Irish Embassy, Kampala and will report directly to the Ambassador. Though Kampala based, the candidate may be required to undertake travel throughout Uganda, especially Karamoja region. Travel and subsistence will be covered in line with the prevailing Embassy rates.

The non-negotiable starting salary for this position is **Euro 787 (Grade 3.1)** per month with an annual increment subject to performance. Additional benefits include medical insurance and 13th month.

The appointment carries no entitlement to the established status in the Irish Civil Service.

Employment with the Embassy will not exempt the successful candidate of any fiscal responsibilities from the Government of Uganda.