



Recruitment Notice

Visa Officer/Receptionist

The Embassy of Ireland in Rabat, Morocco opened in October 2021 to promote and protect the values, interests and economic well-being of Ireland and its people in Morocco, and in Tunisia and Mauritania. We do this through promoting Ireland's political and economic interests, fostering the political relationship between Ireland, Morocco, Tunisia, and Mauritania, working with the local Irish community and promoting Irish culture.

The Embassy of Ireland, Rabat is seeking a highly motivated, enthusiastic and hardworking person with excellent communication and interpersonal skills to fill a full-time Visa Officer/Receptionist position.

The role of Visa Officer/Receptionist is to provide high-quality administrative support to the Ambassador and the Embassy. This role involves a wide variety of tasks as detailed below, including supporting the wider work of the Embassy in line with the Embassy's Business Plan and more broadly with Ireland's Department of Foreign Affairs' high-level goals and objectives.

Likely Role and Responsibilities

The precise range of duties will vary over time according to the requirements of the Embassy. Some out-of-hours work will be expected. This role will include, but may not be limited to the following activities:

- Responding to public queries received by the Embassy over telephone and email;
- Providing excellent customer service at the Embassy's public office;
- Front of office duties including receiving and welcoming visitors to the Embassy;
- Taking receipt of and processing visas applications for travel to Ireland, including giving advice on the process to the applicant and liaising with the Regional Visa Office and the Department of Justice on any issues;
- Providing consular assistance to Irish citizens and their families;
- Assisting in processing emergency travel documents;
- Assist with the organising of events, including high-level visits and other related protocol activities;
- Manage the generic email inbox (incl. drafting replies to queries relating to travelling to Ireland, etc.);
- Provide translation and interpretation services, as necessary, from Arabic and French to English;
- Support the Embassy in accounts administration, including recording of invoices and expenses to help maintain accurate account records;
- Provide cover for annual leave;
- Other duties as required from time to time and directed by the Ambassador and other members of Diplomatic staff.



An Roinn Gnóthaí Eachtracha
Department of Foreign Affairs

Essential requirements:

- Candidates must have a degree in a relevant discipline;
- Candidates should ideally have a minimum of two years' experience as a Visa Officer/Receptionist or equivalent role; this experience can be from the diplomatic field, or the public sector and/or private sector;
- The candidate must demonstrate, using work-based examples, excellent interpersonal skills, being persuasive, working in a team delivering projects and also dealing effectively with people in external organisations;
- The candidate must provide evidence of flexibility, efficiency and effectiveness showing strong writing and organisational skills, attention to detail, the ability to work under pressure and to manage multiple tasks and working to deadlines;
- The candidate should provide examples of being solutions-oriented, and committed to delivering results, including by adapting approach if necessary;
- The candidate must demonstrate a good working knowledge of Microsoft Office Suite, including Word, Excel, Outlook;
- Demonstrate examples of experience using a high level of discretion, commitment and reliability;
- Candidates should be fluent in Arabic, French and English (language test may be included as part of the shortlisting process);
- Good numerical, administrative and organisational skills; and
- ***All applicants must have a legal right to reside and work in Morocco.***

Desirable Skills and Experience:

- A good understanding of the role of the Department of Foreign Affairs of Ireland and the Embassy;
- The successful applicant will work alongside other local employees of the Embassy, and will report directly to the diplomatic staff in the Mission. Previous experience in a diplomatic mission is desirable, but not essential.

Start date:	As soon as possible
Location:	Embassy of Ireland, Rabat
Contract duration:	One year fixed, with one-month probationary period. Permanent contract possible thereafter.
Working hours:	Up to 44 hours per week with some occasional hours including some evening and weekend work. Individuals unable to occasionally work out-of-hours should not apply for this post.



An Roinn Gnóthaí Eachtracha
Department of Foreign Affairs

Salary:	Entry point of scale. Salaries are paid direct to a bank account; therefore, the successful candidate must have a bank account.
Annual Leave	20 days per annum and a mixture of Moroccan and Irish public holidays.
Eligibility:	Candidates must have a legal right to reside and work permanently in Morocco and will be subject to local employment and taxation law.
Closing date:	17 January 2025
Selection process:	Please send a completed application form to RabatEmbassyExternalMail@dfa.ie before 17.00 on 17 January 2025, with 'Visa Officer/Receptionist application' in the subject line.

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 in Rabat is committed to a policy of Equal Opportunity.