

Job Description

Receptionist & Administration Officer

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 providing 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, Lao PDR and since 2013 to Myanmar/Burma 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 Receptionist & Administration Officer will act as a receptionist on a rotational basis, provide administrative support to the Second Secretary and Consular/Visa team and assist the Embassy across the range of activities and services in organising events, translation and liaison with local service providers and partners.

Specific Responsibilities

- Greet visitors, deal with general enquiries and provide client services to the public waiting area.
- Liaise with service providers as required and manage their access.
- Answering the general number of the Embassy.
- Receive and distribute mail.
- Assisting the consular officer in obtaining application forms for visas, passports, giving information on visas, passports, checking applications to make sure that they are sufficient, check the references of applicants.
- Providing assistance in processing Foreign Birth Registration, issuing Certificate de Coutume, legalisation of Irish documents.
- Support to emergency consular services, including out of office hours as required.
- Provide translations – both written and verbal (from Vietnamese to English language, and vice versa) as required.

- General administrative tasks such as file organising, managing petty cash, official correspondence, the diary of the Senior Management team, section meetings, appointments and official travel arrangements.
- Occasional replacement of secretarial staff as and when required.
- Support the planning and organisation of Embassy events (booking and setting up venues, coordinating guest lists, invitations, seating plans, running orders etc) and assist with high-level visits, as required.
- Assistance in public relations events.
- Administrative support to the development cooperation programme as required.
- 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 of the position may change over time as required.

The position will be based at the Embassy of Ireland, Hanoi and will be provided with office and support facilities. Though Hanoi-based, the Officer may be required to undertake in-country travel and international travel if required.

3. Selection Criteria

- A. A minimum qualification of a recognised university degree is required.
- B. Strong organisational skills and ability to undertake projects and administrative duties using computer based systems such as Microsoft Office suite.
- C. Ability to work with minimal supervision, to set priorities and organise workloads to meet deadlines. Ability to work under pressure, solve problems, be flexible and adapt to new tasks and situations as required.
- D. Ability to organise public activities and programmes, including managing complex events and paying close attention to detail.
- E. Good interpersonal skills, including the ability to cooperate well with colleagues and clients and to develop good working relationships. Ability to work well as a member of a team. Understand the importance of maintaining the integrity of a diplomatic mission. Previous experience of an international working environment is preferred.
- F. Ability to communicate effectively orally and in writing in English and Vietnamese, including strong liaison, negotiation and translation skills.