



An Roinn Gnóthaí Eachtracha Department of Foreign Affairs

Programme Officer – Consular and Visa Embassy of Ireland, Dar es Salaam

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 of Ireland in Dar es Salaam is seeking to recruit a resourceful, proactive and flexible individual with previous experience in a similar environment to fill the position of Programme Officer – Consular and Visa. The Embassy of Ireland in Dar es Salaam is also accredited to Burundi, Comoros, Democratic Republic of Congo, East African Community and Seychelles.

The Programme Officer will work on all aspects of visa processing and consular work for the Embassy of Ireland in Dar es Salaam. The Programme Officer will support the Embassy to provide a high quality, consistent and efficient level of service to our citizens and clients who are living in, or visiting, Tanzania and our other countries of accreditation.

The Programme Officer will be required to develop a detailed knowledge of the various processes for consular services, including visa applications, passport and other consular services, as well as for the provision of consular advice and assistance.

The Programme Officer will be required to be proficient in a range of ICT skills in order to be trained to use the various software systems used by the Embassy.

The Programme Officer will be required to develop familiarity and understanding of the wider work of the Embassy, to be familiar with the Mission's Strategy and Business Plan, and more broadly with the Department of Foreign Affairs High Level Goals and Objectives.

Roles and Responsibilities:

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

Consular assistance and services

- Support to emergency consular assistance, including out of office hours as required.
- Assisting the Management team with consular cases, including managing a database and records, in accordance with consular instructions and guidelines.
- Assist with updating of travel advisories and consular contingency plans.
- Build and sustain networks of contacts for consular emergencies and responses.
- Taking receipt of and processing applications for passports, Foreign Birth Registrations, emergency travel documents, and other consular services as required.

Visa processing

- Communicating with visa applicants and agents by email, phone and in person and ensuring the provision of accurate and timely information services.
- Analyse visa applications for Tanzania, Burundi, Comoros, Democratic Republic of Congo, and Seychelles.
- Assist with visa applications to the diplomatic officer.
- Confirmation and verification of elements of visa applications as required.
- Maintaining responsibility for the collection of, and accounting for, visa and passport application fees, as well as other fees charged for consular services, with a high degree of integrity, sensitivity and attention to detail.
- Organising and monitoring the workflow of visa applications according to internal processes, flagging urgent or sensitive cases, and maintain monthly consular tracker.
- Reporting on monthly and quarterly visa statistics.
- Maintaining excellent working relationships with colleagues in relevant HQ departments and relevant national stakeholders in the Embassy's countries of accreditation.

Support functions

- When required, attend and engage in quarterly, annual and strategic planning meetings at the Embassy.
- Participating in the organisation of embassy events.
- Perform any other duties as required from time to time.

Essential requirements candidates must be able to demonstrate:

- A graduate degree preferably in a field such as business or public administration, office management or social sciences.
- At least 5 years' experience in a customer-facing role.
- Previous experience in consular services provision and/or general office administration.
- Excellent interpersonal and communication skills, with an ability to develop effective working relationships with people at all levels and the ability to work independently and as part of a team.
- Strong analysis and judgement, and be able to present clear conclusions or recommendations from analysis of different sources and types of information.
- High level of integrity and an ability to exercise discretion.
- Strong organisation and time management skills with very good attention to detail.
- Ability to work under pressure and to manage multiple tasks, prioritising based on importance and urgency.
- Examples of being solutions-oriented, and committed to delivering results, including by adapting approach if necessary.
- Proficient computer skills, including Microsoft Office Suite (Word, PowerPoint, and Excel) and ability to schedule appointments/updating calendars.
- Excellent command of written and spoken English and Kiswahili.
- ***All applicants must have a permanent legal right to reside and work in Tanzania.***

Desirable skills and experience

- Previous visa processing experience.
- Strong command of written and spoken French.

- Further third level qualifications, particularly in the areas of Business Administration of a field relevant to the work of the Embassy.

Terms and conditions

- Primary work location: Embassy of Ireland, Dar es Salaam
- Working hours: full time, or 38 hours per week. There are 20 days' annual leave. Occasional late working or attendance at work-related events outside of working hours is required (periodic travel will be required).
- The annual salary for the position is TSH 74,345,305, including a 13th month, (TSH 5,718,870 per month). Salaries are paid direct to a bank account; therefore the successful candidate must have a bank account;
- Benefits: The Embassy offers an employee health benefits scheme; NSSF.
- Start date: 01 November 2024, or an earlier date can be considered;
- The successful candidate will be offered a Two year Fixed Term contract, including a probationary period.

How to apply

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

Completed application forms should be sent via e-mail only to embassydarjobs@dfa.ie with the subject line "**Programme Officer – Consular and Visa**"

Applications must be received before 17:00hrs (local time) on 08 September 2024

CVs or cover letters will not be accepted.

No applications will be accepted after this deadline

Please note that only short listed applicants will be contacted.

Selection Process:

- 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 at the Embassy of Ireland in Dar es Salaam in September 2024.
- A skills test may be included in the recruitment process.
- A second interview may be included in the recruitment process.
- A panel may be set up depending on the calibre of candidates.

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 Tanzania is committed to a policy of Equal Opportunity.***



An Roinn Gnóthaí Eachtracha Department of Foreign Affairs

**Properties Management Officer
Embassy of Ireland, Dar es Salaam**

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 of Ireland is seeking to recruit **a highly motivated and dynamic individual** for the position of Properties Management Officer, working in the Embassy.

Main Responsibilities

- Ensure the health and safety of the staff and residents by adherence to the safety guidelines;
- Carry out regular inspections of the premises;
- Perform routine maintenance on facilities and make repairs as needed;
- Deal with and have contingency plans for emergency issues (anything that breaches the safety, security or usability of facilities) that arise;
- Monitor the safety and cleanliness of interior and exterior areas, such as offices, conference rooms, parking lots and outdoor recreation space;
- Ensure the facilities are well maintained and are in good condition, in collaboration with the Executive Housekeeper for the Residence;
- Schedule routine inspections and emergency repairs, with outside vendors where required;
- Schedule daily janitorial services to keep the building's interior attractive and hygienic;
- Ensure Repair and maintenance of fittings and furniture;
- Ensure that basic facilities are well-maintained and conducting proactive maintenance;
- Oversee building projects and renovations;
- Create reports on maintenance, repairs, safety and other occurrences for supervisors and other relevant staff;
- Maintain records of utility usage (generator, solar installation, electricity and water);
- Liaise with service providers to maintain supply of services.

Essential Requirements

- The candidate must have an Advanced Level Certificate of Education / Diploma or VETA certificate;
- The candidate must have Advanced mechanical skills and knowledge of plumbing, electricity and other building systems;
- The candidate must have at least 5 years working experience in a similar field and setting requiring a high standard of outputs. Demonstrable positive track record in the work performance;
- The candidate must be able to drive and possess clean driving licence Class C;
- The candidate must be able to demonstrate excellent communication both English and Kiswahili and interpersonal skills, including the ability to speak with all levels of employees, guests, vendors and team members;
- The candidate must have the ability to use a basic email and software eg MS Word, Excel, Outlook;
- The candidate must be able to demonstrate great time management, organization and prioritization abilities;
- The candidate must be able to demonstrate attention to detail and efficient problem-solving skills;
- The candidate must be able to demonstrate well-organized, credible, hardworking, interactive, flexible, adaptable and self-driven personality;

- The candidate must be able to show proficiency with repair tools and techniques;
- The candidate must have the ability to lift heavy equipment and comfortable standing or walking for long periods.

Desirable:

- Experience working with other Embassies or international organisations, reputable hotels, serviced properties or companies.

Terms and conditions of employment:

- The contract is for a fixed term of twelve months, including a probationary period;
- Competitive salary TSH 31,931,402 annually, including a 13th month, plus health insurance and training opportunities. Salaries are tax deducted and paid direct to a bank account.

How to apply

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

Completed application forms should be sent via e-mail only to embassydarjobs@dfa.ie with the subject line "**Properties Management Officer**"

Applications must be received before 17:00hrs (local time) on 08 September 2024

CVs or cover letters will not be accepted.

No applications will be accepted after this deadline

Please note that only short listed applicants will be contacted.

Selection Process:

- Short-listed candidates will be called for a **competency-based** interview based on the Essential Requirements above;
- It is planned to hold interviews before the end of October 2024;
- A practical skills test may be included in the recruitment process;
- A second and third interview may be included in the recruitment process; and
- A panel may be set up depending on the calibre of candidates.

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, Dar es Salaam is committed to a policy of Equal Opportunity.



An Roinn Gnóthaí Eachtracha Department of Foreign Affairs

Driver Embassy of Ireland, Dar es Salaam

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 of Ireland is seeking to recruit **a highly motivated and dynamic individual** for the position of a driver, working in the Embassy.

Main Responsibilities

- Driving the Embassy staff to and from meetings and events in Dar es Salaam and on field visits in Tanzania.
- Delivering and collecting items such as invitations, notes, messages, and packages;
- Transporting other authorized passengers as may be directed.
- Assuming responsibility for the safety of the Embassy staff and other passengers while they are in or around one of the official vehicles;
- Advising Embassy staff and other passengers on safety procedures especially in unfamiliar situations or surroundings;
- Monitoring safety risks while driving or accompanying Staff and other passengers, and reacting pre-emptively and defensively as required;
- Monitoring area safety and utilizing different routes when driving to/from destinations in order to maximize safety of Staff and other passengers;
- Keeping confidential all information concerning the Embassy staff programs and any other information about the Embassy staff and other passengers whom the incumbent learns in the course of carrying out their duties.
- Keeping the official vehicle clean and tidy through normal washing and polishing;
- Ensure the Servicing the official vehicle with gasoline, lubricants, coolant and battery electrolyte and performing minor maintenance tasks and repairs;
- Reporting to the Head of Driver any defects or repairs required in order to keep the official vehicle in proper road condition and by ensuring that repairs are properly effected; and
- Assisting dignitaries and others passengers as directed with airport formalities;
- Assisting staff and other passengers in support of official functions;
- Handling e-mail correspondence;
- Facilitate immigration and customs formalities for visitors as may be required.
- Keep a log of various transport related events

Essential Requirements candidates must be able to demonstrate:

- Holder of National Form IV certificate
- Certified clean driving licence Class C
- Possession of Trade Test Grade II Certificate from VETA or any other reputable institution
- Three years or more in an international organisation
- Fluent in English and Kiswahili language
- Preferred driver should be familiar with Dar es Salaam city and has performed a driving function within the city
- A strong knowledge of Tanzania Road Regulations and Laws

- Vehicle mechanical and management skills
- Accident-free record for the last three immediate consecutive years.

Desirable:

- Experience working with other Embassies or international organisations, reputable hotels, serviced properties or companies.

Terms and conditions of employment:

- The contract will be offered on a three-year renewable basis, including a probationary period.
- Competitive salary TSH 17,017,335 annually, including a 13th month, plus health insurance and training opportunities. Salaries are tax deducted and paid direct to a bank account.

How to apply

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

Completed application forms should be sent via e-mail only to embassydarjobs@dfa.ie with the subject line “**Driver**”

Applications must be received before 17:00hrs (local time) on 08 September 2024

CVs or cover letters will not be accepted.

No applications will be accepted after this deadline

Please note that only short listed applicants will be contacted.

Selection Process:

- Short-listed candidates will be called for a **competency-based** interview based on the Essential Requirements above.
- It is planned to hold interviews before the end of October 2024.
- A practical skills test may be included in the recruitment process;
- A second and third interview may be included in the recruitment process; and
- A panel may be set up depending on the calibre of candidates;

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.

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