

Job profile**Date: 18 July 2018**

A. BASIC DETAILS

Establishment post no.	:	201288
Job title	:	Senior Consular/General Affairs officer
Mission:	:	Mexico
Job level	:	scale 7
Number of hours	:	35

SPECIFIC INFORMATION

The Senior Consular/General Affairs officer is responsible for the handling of issues related to Consular issues, Personnel, Information Systems, Organisation, Finances, Administration and Housing. He or she forms a team with the Operational Manager and the junior Consular/General Affairs officer. While the consular front desk is under the responsibility of the junior officer, the senior officer is responsible for complex and/or high profile cases, such as Dutch citizens in prison, involved in or victims of crimes, etc. During peak time he/she will replace the junior Consular/General Affairs officer in her absence.

B.1.1 RESULT AREAS AND RESULTS**A Consular affairs****B Operational services in the area Personnel, Information Systems, Organisation, Finances, Administration and Housing.****C Support to the primary processes of this Embassy**

B.1.2 TASKS

A. Consular affairs

- Responsible for complex and/or high profile cases, such as Dutch citizens in prison, involved in or victims of crimes, etc.
- Maintain contact with the 7 Honorary Consuls in Mexico and Belize.
- Support the junior officer during peak times and in her absence in running the consular desk, i.e. handling passport and visa request, providing consular support to Dutch citizens in need, handling naturalisation requests, assist with the 'inburgeringsexamen', etc.

B. Operational services in the area Personnel, Information Systems, Organisation, Finances, Administration and Housing, in close consultation with the Operational Manager.

- Providing clerical and logistic support for one or more operational management processes in the field of PIOFAH (Personnel, Information Systems, Organisation, Finances, Administration and Housing). Examples include:
- Maintain a correct and up to date financial administration of the Embassy, incl timely payment of bills, etc. Have a smooth communication with the service organisation in Washington and/ or The Hague.
- Managing contents and office supplies (technical equipment, office equipment, official cars and government-owned works of art) for the chancery and official and staff residences by checking and updating lists of contents, GIS printouts of premises, etc.
- Coordinating and supervising maintenance and other issues related to the residence, including guiding local domestic staff.
- Clerical support to expat staff on housing matters, for instance by providing information on housing, arranging appointments, assisting with obtaining estimates for removals, coordinating customs clearance of goods, etc.;
- Providing clerical support services such as keeping leave and sickness records, maintaining various staff lists and schedules, and making arrangements for the medical examination of local staff;

C. Support to the primary processes of this Embassy

- Participate in project teams, e.g. around the Kingsday Reception, incoming visits and missions.

B.2 FRAMEWORK

- The general affairs officer is accountable to Operational Manager for the progress and quality of personnel and accommodation services and other support services, as well as supervision of local staff.
- The work is carried out in accordance with ministerial administrative and procedural regulations relating to internal management.
- The officer takes decisions about the nature and content of contacts with suppliers and maintenance firms regarding the provision of goods and services, and about stock management and the deployment of local staff.

B.3 CONTACTS

- with operational manager (line manager) and other members of the consular/general affairs team: the junior consular/general affairs officer and the drivers.
- with the Regional and Central Service Organisations. They are the back office for financial payments, personnel issues, consular services, etc.
- with other Embassy staff, e.g. on projects, bills, housing issues.
- with the 7 honorary consuls
- with local government and other bodies and firms, concerning customs clearance of goods, obtaining documents, arranging medical examinations, etc;
- with maintenance firms, to provide information on the progress and completion of maintenance work, breakdown repairs, etc.

B.4 KNOWLEDGE AND SKILL REQUIREMENTS

- excellent knowledge both orally and in writing of the Spanish language. (C2)
- good knowledge of either the English or the Dutch language both in reading and in writing (C1)
- knowledge of financial administration

- knowledge of internal administrative and procedural regulations relating to internal management of an organisation similar to the Embassy;
 - knowledge (or willingness to learn) of relevant local legislation;
 - skill in dealing with technical and other breakdowns;
 - skill in supervising local and other staff.
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B.5 COMPETENCES

- Interpersonal skills
 - Commitment
 - Ability to communicate orally
 - External awareness
 - Ability to plan and organise
 - Ability to work with others
 - Ability to communicate in writing
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B.6 LEVEL OF EDUCATION / ADDITIONAL TRAINING AND KNOWLEDGE

- Secondary vocational level;
 - Relevant experience is required
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C. WORK ENVIRONMENT

C.1

Medium sized Embassy with 20 people working in Mexico City, and 2 people in the Netherlands Business Support Office in Querétaro. The Embassy is now based in Santa Fé but will move to Volcán 150 (Lomas – Virreyes) in December 2018.

C.2

The team consists of the Operational Manager, the consular/general affairs officer, the (part time) ICT support officer, and the drivers. The successful candidate has a central position and will maintain close working relations with all staff in relation to projects, bills, housing, etc.

D. STAFF MEMBER PROFILE

The successful candidate is a team player, who can work independently, is able to keep an overview of all activities, and prioritises when needed. He/she is punctual, accurate, service oriented, and feels comfortable working in a Mexican working environment with a flavour of the Dutch direct and results oriented culture.

E. OTHER INFORMATION

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CONTACT

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