

BRITISH EMBASSY OFFICE - BUNJUMBURA
VACANCY NOTICE NO – 01/17 BJM

POSITION : Office Manager; Consular and Projects
GRADE : A2
POSITION TYPE : Permanent
SALARY : USD 9, 996 per annum

A vacancy has arisen at the British Embassy Office for an Office Manager: Consular and Projects. The position is graded at a2 for which the current salary start at USD 9,996 per annum before deduction of tax.

Main Purpose:

Given the small office of two staff (plus driver), this is a necessarily broad role requiring flexibility by the jobholder. In return, it offers the jobholder opportunities to work on a wide range of issues, from political to communication to administration. Fixed responsibilities will be as Office Manager, responsible for day to day operations of the British Embassy Office (50%), Consular officer (20%), and projects, scholarships and general support (30%).

Role and Responsibilities:

Office Manager- 50%

- Organising and implementing office operations, procedures and procurement;
- Line management of the office driver, and oversight of transport planning, including any part-time drivers;
- Lead on financial management, implementing and adhering to annual budget, scheduling expenditures, preparing payments and preparing monthly accounts reports to sent to Manila and Kigali;
- Ensure filing and records are up to date as per FCO procedures.

Consular Officer- 20%

The Belgian Embassy in Burundi provides front line consular assistance to British nationals in Burundi. This role therefore supports their efforts and involves working closely with the British High Commission consular team in Kigali and colleagues across Sub-Saharan Africa network and in the UK in order to ensure excellent delivery and consistency of services. Tasks may include:

- Supporting Belgian efforts to provide advice and consular assistance to vulnerable British nationals in Burundi. This may include: visiting people who have been arrested, are in prison or hospitalised; supporting bereaved families and victims of crime, victims of sexual assault and dealing with cases involving child abduction. The candidate must be able and willing to engage on these difficult issues.
- Where appropriate, assisting applications for Emergency Passports.
- Liaising with partners including local authorities, British companies, the tourism industry, airlines, wardens, consular correspondents, NGOs, other diplomatic missions etc.
- Participating in outreach activities (normally with colleagues from Kigali) to promote our consular strategy.
- Contributing to crisis planning and response in Burundi

Projects, scholarships and general support- 30%

- Lead on UK Chevening Scholarships – running annual advertisement, awareness raising and formal interview processes and developing network of returning Chevening Alumni;
- Communication: provide information and respond to queries from the general public, (e.g. on visas, and scholarships), including via management of office Facebook account;
- Project and visit support for UK projects in, and visits by, UK officials from Kigali/UK to Burundi.
- External representation of British Embassy Office, including maintaining networks with other Diplomatic Missions and Burundian organisations and field visits where relevant to work;
- -Covering the work of the Head of Office during his absence
- Flexibility in supporting the wider work of the Embassy Office and British High Commission in Kigali on priorities, including standing in for Head of Office during his absence;

Resources managed:

- Line management of one driver, plus supervision of cleaners and casual workers;

- Joint responsibility for annual budget of approximately £ 50,000, plus overall responsibility of a fleet of 4 cars.

Key competences required:

- Collaborating and Partnering
- Delivering Value for Money
- Making Effective Decisions
- Managing a Quality Service

Skills / experience / qualifications required:

Essential on arrival:

- At least 4 years work experience as an Office Manager
- Excellent customer service skills; ability to respond to a range of customer needs and cultivate strong relationships with customers and stakeholders.
- Calmness under pressure;
- Ability to research and follow guidelines, and to plan and prioritise effectively;
- Ability to work well with others - to build and maintain relationships with customers and stakeholders;
- Ability to respond quickly to changing priorities, sometimes in pressurised environments;
- S/he should be prepared to react positively to change and ready to try new ways of working
- Excellent IT Skills (a working knowledge of Microsoft Excel, Word and Outlook is essential);
- Numeracy skills
- Fluent English (if non-native English speaker then IELTS band 7 or TOEIC 875 points or above or equivalent).
- University degree.

Desirable:

- Knowledge of Kirundi is beneficial but not essential
- Driving Licence, category B
- Relevant experience in diplomatic work or NGOs
- Experience working in an English-speaking environment would also be desirable.

Other benefits and conditions of employment:

This job offers a number of opportunities for learning and development. Apart from a mandatory induction course and coaching by senior members of staff, the job holder will be encouraged to follow E-learning courses, but will also be able to access training during away days, shadowing and formal training regularly organised by the learning and development team either at the British High Commission in Kigali or in other Embassies in the region.

- Job holder must pass the consular courses before probation is granted

NOTE:

The British Embassy Office in Bujumbura is located on the first floor of the Old East building, an open area office that has a view on the Bujumbura City centre and the surrounding mountains - a pleasant environment to work in. The Office is adjacent to Trade Mark East Africa. The Head of Office represents the British Ambassador with residence in Kigali, and works daily with two local members of staff and a UK Based coordinator (until July 2017). The Office regularly facilitates a number of external visits from the BHC Kigali, Kampala, and officials from London.

- All applicants must be legally able to work in Burundi with the correct visa/status or work permit.
- Staff members recruited locally are subject to Terms and Conditions of Service according to local Burundi's employment law.
- Reference checking and security clearances will be conducted.

- If you have not heard from us 3 weeks after the closing date, please consider your application unsuccessful.
- Note: Any questions you may have about this position will only be answered during interview, should you be invited.

Please note that incomplete applications will not be taken into consideration. Only shortlisted candidates will be contacted. Interviews will be held the week of 6 February 2017 during which written and spoken English will be tested.

To Apply

Please read these notes carefully to ensure that your application is received and processed.

Please apply on <https://fco.tal.net/candidate/login> and click on search jobs once you have opened the link. The closing date is **25 January 2016** and no further applications will be accepted after this date.