



**JOB SPECIFICATION**

**Job Title (and Post/Dep)** Consular Officer (Chennai/Consular Section)

**Location:** British Deputy High Commission, Chennai

B3 (L)

**Start Date:** ASAP

**Length of contract** Permanent

**Main purpose of job:**

This is an exciting opportunity to be part of a, high performing team making a real difference to people's lives, often during times of real distress. The main purpose of the job is providing consular assistance to British nationals across Southern India (Tamil Nadu, Andhra Pradesh, Telangana, Karnataka, Kerala ,Puducherry & Lakshadweep islands).

**Roles and responsibilities / what will the jobholder be expected to achieve:**

Type of work	Duties & responsibilities	% time
Assistance	<p>Lead on a full range of assistance cases, supporting British nationals and their families/relatives with tact, emotional awareness and within Consular guidelines</p> <p>Dealing with enquiries from the public in person, written and telephone</p> <p>Liaise, update and communicate Consular cases details where necessary with other posts or London e.g. Global Casework Team, Contact Centre, Global Response Centre etc</p> <p>Using Compass for recording Consular cases and completing vulnerability checklists.</p> <p>Provide backup and support for colleagues as required, managing the workload in the absence of the Head of Section</p>	65
Communications	<p>Active involvement in promotion of communication campaigns and assisting with formulating, carrying out outreach work within Southern India and preparing reports.</p> <p>To maintain partnership with existing NGOs and identify new ones to collaborate with in Southern India.</p>	15
Crisis Preparedness	<p>Obtaining, verifying &amp; updating information through key contacts (Police/Wardens) on incidents in South India.</p> <p>Work with the Crisis Lead/Corporate Services to review and check crisis IT and equipment in Southern India ensuring that the grab bags are fit for purpose.</p> <p>Work with the Head of Section to organise and deliver training to consular volunteers and participate in Crisis exercises</p>	10

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Resources &Administration	<p>Line Management of the A2 officer, after 6 months.            Handling of consular benevolent fund.            Joint responsibility of Emergency Travel Document Working Stock custodian.            Ensuring reconciliation of all payments by cash and credit card, preparation of Consular cash certificates.</p> <p>Completing the section's statistical returns on time, including Management Information, Activity Recording, Detainee returns.</p>	15
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**What we do:**

Consular Excellence is about providing high quality, modern, cost effective and efficient support to British nationals overseas.

Among other areas, the Consular Strategy 2013 – 2016 focusses on:

- Improving the services we offer British nationals overseas
- Changing how we deliver our services and
- Helping customers in a crisis

**What we want from you?**

This is a really exciting opportunity to be part of a three person high performing Consular Team that makes a real difference to people's lives in Southern India. The role calls for someone who can work independently, is highly motivated with excellent communication skills and has the ability to providing assistance to British nationals when they are most distressed and vulnerable. It is tough work and can be emotionally draining – but it is also extremely rewarding.

You will need to show great pro-activity in the job and take responsibility for your own work. You will also be required to engage on complex and high profile cases so there will be times for example when you will be called upon to attend court hearings; prison visits; and hospitals. It can vary so we need someone who is open minded, sympathetic and prepared for any situation. You need to be a clear and persuasive communicator and have the ability to manage relationships with a range of customers, stakeholders and colleagues across India and London.

As well as being part of the team for South Asia you will also be part of our wider newly formed Middle East, North Africa & South Asia (MENASA) Network as well as part of the Global Consular Team. The job offers the opportunity for travel across South India, building key partnerships with internal and external stakeholders. Due to the nature of consular work, it is difficult to predict when someone will need our assistance so this is not a job that starts and ends at 0830-1630 and it occasionally might require travel at short notice. You will need to be prepared to respond to calls from our Global Response Centre out of hours. You'll also when necessary support the rest of the India consular teams on high profile /complex cases.

All mandatory trainings would be provided along with a variety of developmental opportunities.

So we need someone who is pro-active and able to deliver results, will work with a varied group of stakeholders and find innovative solutions to problems, at times in different posts, with colleagues from different backgrounds and cultures. To do this, you'll be flexible, resilient under pressure, and a strong team player. You will get the tools and support you need to achieve all of the above.

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**Resources managed** (staff and expenditure): **1 x Consular Assistance Officer after 6 months**  
NIL

**Key competences required for the job:**

**Competence 1:** Managing a Quality Service      **Competence 2:** Collaborating and Partnering  
**Competence 3:** Leading and communicating      **Competence 4:** Delivering at Pace

**Language requirements:**

Language: English : High proficiency – both written and spoken  
Others: Competency in spoken Tamil with knowledge of other South Indian languages would be an advantage.  
Level of language required: Mentioned above

**Other skills / experience / qualifications:**

- EDUCATION: Graduate
- Display strong administrative skills with good working knowledge of Windows and MS Office applications, especiall MS Outlook, Word & Excel.
- Good communicator at all levels with excellent standards of written and spoken English;
- Ability to work to deadlines with attention to detail & accuracy
- Ability to formulate and carry out project work independantly
- Strong customer service skills with ability to focus on the customer requirements
- Adapt to immediate and long term changes in priorities
- Be a team player who is supportive to colleagues at all times
- Self starter with good interpersonal & time management skills

**EXPERIENCE:**

Minimum of 3 years relevant experience in frontline customer service and preferably in a supervisory role.

**Learning and development opportunities** (and any specific training courses to be completed):

Useful training/guidance and E learning will be provided on systems e.g. Compass, Prism, Share Point and a range of consular and crisis training will be provided within the first 6 months.

**Working patterns:**

If the job is suitable for flexible working patterns, please provide details:

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**Any other information (or specific local Post requirements):**

**Starting Salary:**

For BHC candidates, the LE BHC Terms & Conditions will apply.

For other than BHC candidates, Basic Salary will be Rs. 38,805 per month along with 12% Provident Fund and 6% Superannuation Fund.

Around half of our work force is women. We treat people with respect and equality and have a policy of zero tolerance for any form of discrimination, bullying, or harassment.

**To apply:**

- Please note applications without **(a), (b) and (c)** will not be considered.
  - (a) Complete the Job Application Form
  - (b) Attach Statement of Suitability (no more than 1 page of A4) setting out why you are the suitable person for this role. Your statement should include clear examples of how you meet the key competences.
  - (c) Attach a detailed CV

We will accept only online applications. Please quote "Consular Officer – B3(L)" in the subject line and send to [SAADHub.RecrutChennai@fco.gov.uk](mailto:SAADHub.RecrutChennai@fco.gov.uk) by "**6<sup>th</sup> May 2015**" midnight.

- Applicants who do not have the required qualification & experience should kindly abstain from applying, as their applications will not be considered.
- Only shortlisted candidates will be contacted and no telephone enquires will be dealt with.
- The appointment will be subject to Police Verification and other checks including references, educational and professional.

We welcome all applications irrespective of age, race, colour, gender, disability, sexual orientation, religion, belief or creed. We are also open to applications from people who want to work flexibly.

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**Please note: Job offers from the UK Government:**

- The UK Government, including UK Trade and Investment, does not send unsolicited emails with job offers - either direct or through agents. Government vacancies are advertised on official websites in the UK: [www.careers-civilservice.gov.uk](http://www.careers-civilservice.gov.uk) or in India on the British High Commission's website.
- All British High Commission vacancies are filled through a competitive process managed by our Human Resources Section. You will never be approached directly by the High Commissioner with an offer of a job.
- Some job scams falsely use the names and job titles of genuine High Commission staff. A genuine email from an official member of staff will always be sent from our official email address - @fco.gov.uk. It will never be sent from a hotmail or yahoo type email account.

**RCSH SAAD HR**  
**21<sup>st</sup> April 2015**