



VACANCY NOTICE-CONSULAR OFFICER
BVI LONDON OFFICE
INTERNATIONAL AFFAIRS SECRETARIAT, PREMIER'S OFFICE

The International Affairs Secretariat, Premier's Office and BVI London Office invites qualified and professional applicants to apply for the post of **Consular Officer, British Virgin Islands London Office**.

CONTEXT

The BVI London Office is the British Virgin Island's Governments Representative Office to the United Kingdom (UK) and the European Union (EU). The office conducts diplomatic and consular activities in the interests of the BVI as a jurisdiction and its citizens and residents who reside in the UK and Europe.

ROLE SUMMARY

To provide a full range of consular and administrative support services to the British Virgin Islands London Office. The post holder will provide consular advice and assistance to British Virgin Islands nationals and other qualifying persons with emphasis on those deemed to be vulnerable. The officer will create and maintain positive, professional and trusting working relationships with a wide range of people within and outside the BVI London Office and the BVI Government.

RESPONSIBILITIES

1. Maintain register of BVI citizens and residents
2. Advise on the safeguarding and welfare of vulnerable persons and on a wide range of services
3. Provide quarterly consular statistics
4. Advise and assist BVI citizens and belongers, including but not limited to, welfare and whereabouts cases, arrest and detention, deportation, hospitalisation, mental health cases, repatriation and death.
5. Liaise with UK, EU and BVI authorities and agencies as needed
6. Visit BVI citizens incarcerated in the UK
7. Management of consular cases, including maintaining a consular database
8. Handle and as required upgrade complex consular matters escalating them to the Director and Deputies and contribute to consular case strategy decisions
9. Respond to general enquiries on a range of issues
10. Provide liaison support to BVI authorities engaged in consular related queries of UK and wider EU nationals who are visitors and residents of the BVI
11. Respond to high profile and complex enquiries relating to consular matters
12. Assist with territory crisis related tasks
13. Assist with updating travel advisories and consular contingency plans
14. Advise on application process for visa applications
15. Other duties as directed

REQUIREMENTS

- Bachelor of Business Administration or Bachelor of Science in Management's or related business fields or equivalent
- Three to five (3-5) years working experience in office management or related position
- Excellent communication and customer service skills and a strong sense of customer service delivery, including an ability to support customers in difficult or traumatic situations
- Ability to advise on the safeguarding and welfare of vulnerable persons and on a wide range of services
- Excellent interpersonal skills, ability to work collaboratively with colleagues throughout BVI, UK and Europe
- Attention to detail, strong analytical perspective and problem-solving skills
- Sound oral and written skills, including appropriate telephone protocol

- Key qualities are flexibility, empathy and resilience
- Experience of influencing and engaging key stakeholders and local authorities
- IT skills (Microsoft Office Suite)
- Knowledge of ACT database programme desirable but not required
- An understanding of the issues that BVI nationals (tourists and residents) may face
- Availability to work out of hours and to travel within the UK and EU when required

Note: Candidates possessing a combination of extensive directly related experience, transferable skills and additional qualifications to do this job are encouraged to apply for consideration.

WORKING CONDITION

Normal office environment and occasional exposure to various outdoor environments.
Occasional extended hours; and
Occasional evening and weekend events and activities.

NATIONALITY REQUIREMENTS

Belonger, British Overseas Territories Citizen (BOTC) – BVI
Must hold a United Kingdom Passport

APPOINTMENT CONDITION:

The selected candidate will be:

1. Subject to medical fitness and one-year probationary period
2. Direct hire
3. Must hold a valid United Kingdom passport or have permission to work in the UK ahead of official start date

SALARY: Salary commensurate with qualifications and experience

Closing date: 27th March 2020

HOW TO APPLY

Applicants should submit a Résumé/Curriculum Vitae of their relevant experience and qualifications; with two personal reference letters; certified copies of identification, citizenship, and academic certifications/ diplomas/ licenses, along with a police certificate from your place of residency.

Send applications via e-mail or post to:

British Virgin Islands

Ag. Director
International Affairs Secretariat
Premier’s Office
33 Central Administration Complex
Road Town, Tortola VG1 110
nachristopher@gov.vg

United Kingdom

Ag. Director
BVI London Office
BVI House
15 Upper Grosvenor Street
London W1K 7PJ
tbradshaw@bvi.org.uk

Applications sent via email should be copied to both email addresses above.