



British Embassy
Podgorica

Regional Vice Consul (Ref. MNE593) - Podgorica

Introduction

The British Embassy in Podgorica is part of a world-wide network, representing British political, economic and consular interests overseas and is seeking a Regional Vice Consul to manage the delivery of consular service to British Nationals in Montenegro, Albania, Kosovo, Bosnia Herzegovina and Serbia. The core of the job involves remotely managing a team of frontline consular staff across 5 countries, managing internal and external stakeholders and the quality assurance of service performance.

Main Duties / Responsibilities

- To lead, motivate and develop a five-country Consular team including line management.
- To work as part of the regional management team to deliver consular services across the Balkan & Eastern Adriatic Consular Network (BEACN). Promoting regional resilience, delivering change programmes and contributing to policy development.
- Manage the team's provision of consular assistance to distressed British nationals ensuring an appropriate quality of service. Provide direct advice and support to distressed British nationals on occasion.
- Lead on sensitive and/or high profile consular assistance cases in line with consular guidance and consular strategy. Prepare written briefing and updates on high profile and/or complex cases.
- Ensure consular services (including notarial and emergency travel documents) are delivered effectively and efficiently by developing and delivering rigorous quality assurance processes.
- Proactively plan, deliver and evaluate lobbying, outreach and prevention campaigns across the five countries in support of the regional and post level business plans and Consular Strategy, finding synergies and ensuring delivery is proportionate to demand.
- Develop key internal and external relationships across all the countries covered.
- Be responsible for the formal responses to public correspondence and the ownership of returns and forms that are required by FCO London and ensuring they are done appropriately and timely by appropriate delegation and monitoring
- Proactively monitor changes in local procedures and practices in all 5 countries to ensure that information and guidance for British nationals is up to date including Travel Advice.
- Monitoring changes in consular processes and FCO corporate issues and keeping team updated. Identifying and disseminating best practice and delivering training,
- Helping to develop FCO policy by participating in regional Vice Consul work-streams and collaboratively delivering ideas for new ways of working that would be suitable for all working environments .
- Play a key role in Posts Emergency response to crises including planning, exercising and responding to any crisis in the posts covered and others in region as required. Including being prepared and willing to deploy on a short notice and short term basis to all BEACN posts as part of a regional resilience response to a crisis, including in the role of Consular Manager for which training will be provided.



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- Participating in formulating Embassy management policies and representing consular at Embassy and corporate events, including out of hours events in all five posts.
- Identifying training and developmental opportunities for self and team, and managing section cover and other operational issues.
- Managing allocated budgets.
- Being prepared to work out of hours, occasionally anti-social hours, as required.
- Ability and willingness to travel regularly (probably once or twice a month) for management, outreach and lobbying to other Posts managed, or to attend regional meetings, training or conferences as agreed with line manager.

Required Experience & Skills

The ideal candidate will be/have:

- Excellent oral and written English, Montenegrin and Albanian are essential.
- A team player who is capable of working on their own initiative and who is adaptable to changing priorities. Must be able to work without close supervision.
- A good communicator who can work collaboratively with colleagues, particular with the BEACN management team.
- Experience of building and developing relationships with senior internal and external stakeholders.
- At least three years experience of managing and leading a team. Experience of managing teams in different locations is desirable.
- Experience of working collaboratively, sharing information appropriately and building supportive, responsive relationships with colleagues and stakeholders.
- Experience of working strategically and of project development and management.
- Ability to bring a flexible and creative approach to their work.
- Ability to talk to large groups of people as part of any outreach and communications work.
- Excellent customer care skills, empathy and the ability to respond to a range of customers needs including in emotionally challenging circumstances.
- Excellent IT skills.
- Valid driving licence.
- Willingness to self drive and to travel by aeroplane.
- **Foreign and Commonwealth Competences:** Leading & Communicating, Making Effective Decisions, Managing a Quality Service and Delivering at Pace.



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Terms and Conditions

This is a full time permanent position (36 hours per week) at a locally engaged B3 (L) level.

The monthly salary for this position is EUR 2,322.84 gross per month.

Shortlisted candidates will need to be available for interview on Thursday 3 March 2016, and we would hope that the successful candidate would start work on Monday 4 April 2016.

The successful candidate will be subject to confirmation of a background check and security clearance, and the successful completion of a probation period.

Staff recruited locally by the British Embassy in Podgorica are subject to Terms and Conditions of Service according to local Montenegro employment law.

Applications

All applicants should have the right to live and work in Montenegro. The British Embassy does not sponsor work permits.

All applicants should submit their CV (in English, up to 3 pages) and Covering Letter (in English, no more than 1 page of A4, Arial11) setting out their motivation for the role and how they meet the above criteria.

Applications should be sent to jobapplications.mne@fco.gov.uk and the email **subject line** must be formatted as follows: **MNE593**.

The closing date for applications is Sunday 21 February 2016.

Kindly note that your application will only be considered if:

- 1 Your application has been sent within the time frame requested.
- 2 Your application documents are fully in English.
- 3 Your applications documents are in .pdf format.

Please note that, because of the volume of applications we receive, we will only contact candidates selected for interview. If you do not hear from us you should assume that your application has not been successful.

Please be advised that the Embassy will not be able to meet the travel costs incurred when travelling to the interview, nor the costs connected with relocation if offered a job.

British Diplomatic Missions are equal opportunities employers, dedicated to inclusivity, a diverse workforce and valuing difference.