

CONSULARCARE IN-COUNTRY AGENT (ICA)

WHAT IS CONSULAR ASSISTANCE?

Traditionally, consular assistance is the help and advice provided by a country's diplomatic agents (Embassies, High Commissions and Consulates) to their nationals, who are residing or visiting overseas. Assistance includes issue of replacement travel documents, signposting to local lawyers, interpreters, doctors and funeral directors, help for victims of crime, the sick and hospitalised, contacting next of kin (family or loved ones) in a crisis, and making special arrangements in cases of terrorism, civil unrest or natural disasters.

Governmental Consular assistance is discretionary. No-one has a legal right to it, and, in recent years, severe cuts to budgets have led to a significant decline in the level of service Governments can provide to their citizens. In short, most Governments do the best they can with the limited resources available, but every case is assessed individually, and only the most vulnerable are likely to receive anything other than generic advice and signposting to other agencies.

WHAT IS CONSULARCARE?

Consularcare is a private company, co-founded by a former diplomat, which is now providing private Consular Assistance to recreational and business travellers, offering 24/7 support and advice if they have a problem abroad.

Consularcare is based in the UK, where it has a team of experienced former diplomats. To deliver the service effectively at the sharp end, i.e., in the country where the incident happens, it has built up a worldwide network of In-Country Agents (ICAs), representing the consular interests of its clientele overseas.

The company is now looking to expand its ICA network and capacity.

WHAT IS THE ROLE OF AN IN-COUNTRY AGENT?

The successful ICA candidate will actively support the Consularcare team, including Consularcare HQ in the UK and other ICAs, to provide a modern and efficient private consular assistance service to our fee-paying clients.

Predominantly customer-facing, the ICA role includes the following:

- Being the 'Eyes & Ears' in your country or region on behalf of Consularcare HQ;
- Advising and signposting clients on applications for replacement passports or Emergency Travel Documents (ETD);
- Maintaining localised information packs
- Managing the provision of private consular assistance in accordance with current guidelines, including assisting victims of crime, visiting clients in hospital or jail, and providing support to family members following bereavement, in an abduction or custody matter, and providing advice and assistance following a rape or sexual assault.
- Overseeing casework and managing to a satisfactory conclusion, ensuring service standards are fully implemented;
- In individual cases, liaising as necessary with our clients and their legal representatives, Embassies/High Commissions/Consulates, airlines and tour operators, hospitals and local authorities.

- Maintaining close links with local authorities including, but not limited to, law enforcement, correctional facilities, medical examiners, hospitals, morgues and mental health facilities.
- Maintaining close and proactive dialogue with Consularcare HQ on matters within the consular district of the ICA.
- Exceptionally, participating in call-out arrangements for emergency cases out of hours when Consularcare HQ requests additional support.

CRISIS MANAGEMENT

- Responding to mass casualty incidents or crises involving our clients;

ESSENTIAL QUALIFICATIONS AND EXPERIENCE

- Good knowledge of the country/region in which you are based;
- Previous experience in a customer-facing role;
- Fluency in English (oral and written) and the local language;
- Excellent organisational and time-management skills;
- Good communication and interpersonal skills;
- Good IT skills generally and, specifically, a comprehensive knowledge of Microsoft Office (Word and Excel);
- Flexibility, resilience, patience, and the ability to deal with difficult situations, including the ability to work out of hours in an emergency or crisis;
- Ability to display a high level of discretion and responsibility;
- Initiative, drive & determination;
- Superior problem-solving skills, sound judgement, common sense and the ability to remain calm under pressure;
- A willingness to undertake travel on business, sometimes overnight and at short notice;
- A valid driving licence and willingness to use your personal car for official duties (with expenses reimbursed);
- Capacity to maintain absolute confidentiality.

DESIRABLE QUALIFICATIONS AND EXPERIENCE

- Previous experience in a consular/diplomatic/assistance role;
- At least 6 years of relevant work experience (to include working with the public);

KEY COMPETENCES FOR AN ICA

- Delivering at Pace - Effectiveness in this area means focusing on delivering timely performance with energy and taking responsibility and accountability for quality outcomes.
- Communicating Effectively - Effectiveness in this area is about communicating with clarity, conviction and enthusiasm.
- Collaborating and Partnering - People skilled in this area create and maintain positive, professional and trusting working relationships with a wide range of people.
- Changing and Improving - People who are effective in this area are responsive, innovative and seek out opportunities to create effective change.
- Making Effective Decisions - Effectiveness in this area is about being objective; using sound judgment, evidence and knowledge to provide accurate, expert and professional advice.

- Managing a Quality Service - Effectiveness in this area is about being organised to deliver service objectives and striving to improve the quality of service, taking account of diverse customer needs and requirements.

GUIDANCE

ICAs will receive guidance in relation to their function from Consularcare HQ. They will also be provided with background, advice and, if appropriate, directives on individual cases. They will be expected to keep detailed records of each case on Consularcare's case management system.

NECESSARY EQUIPMENT

- Computer (Laptop/PC/Tablet)
- Mobile Smartphone (Android or iPhone with app store access)
- Broadband/Internet Access
- Printer

IMMUNITIES AND THE PROTECTION OF THE IN-COUNTRY AGENT REPRESENTATION

There are no conferred immunities and privileges.

TYPE OF POSITION

Ad Hoc Consultancy Work

ICA FEE

The fee is competitive and will be paid in addition to actual expenses incurred when a case occurs.

HOW TO APPLY

Please send applications to - ica@consularcare.com.

Candidates must attach the following documents:

- A Curriculum Vitae (CV)

Potential candidates will be invited to a video/teleconference with Consularcare HQ.

ABOUT CONSULARCARE

Consularcare is an inclusive and diversity-friendly company. We value difference, promote equality and challenge discrimination, enhancing our organisational capability. We welcome and encourage applications from people of all backgrounds. We do not discriminate on the basis of disability, race, colour, ethnicity, gender, religion, sexual orientation, age, veteran status or other category protected by law. We promote family-friendly flexible working opportunities, where operational and security needs allow.