



HIGH COMMISSION OF THE REPUBLIC OF FIJI
London, United Kingdom

VACANCY – FRONT OFFICE & ADMINISTRATIVE ASSISTANT OFFICER

FIJI HIGH COMMISSION LONDON

VACANCY NUMBER: 01/2023

The High Commission of the Republic of Fiji in London, United Kingdom invites suitably qualified and eligible applicants for the above full time position.

OVERVIEW OF THE FIJI HIGH COMMISSION

BRIEF OVERVIEW:

The Fiji High Commission to the United Kingdom represents the interests of the Fijian government and its citizens in the UK. We are dedicated to maintaining strong diplomatic relations, promoting cultural exchange, and providing essential consular services to Fijian nationals residing in the UK.

POSITION PURPOSE:

The position is responsible to serve as the first point of contact for visitors, provides administrative support, and ensures the efficient functioning of the High Commission's office operations in accordance with relevant policies/regulations/instructions issued by the Ministry of Foreign Affairs of the Government of Fiji.

PARTICULARS OF THE POSITION

Position Level	Front Office & Administrative Assistant Officer
Duty Station	Fiji High Commission London, United Kingdom
Reporting responsibilities:	
a) Reports to:	First Secretary
b) Liaises with:	All Diplomats
c) Subordinate:	Nil

KEY RESPONSIBILITIES

The position will achieve its purpose through the following key duties.

1. Greet and welcome visitors, guests, and officials in a professional and courteous manner.
2. Manage the front desk, handle incoming calls, direct inquiries appropriately, and provide accurate information to callers.



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3. Manage the High Commission's main email inbox, acknowledging email correspondences, and directing emails to the appropriate staff members.
4. Manage official correspondence, and incoming/outgoing hardcopy mail.
5. Maintain the reception area's appearance and ensure it is well-organized at all times.
6. Assist in the handling of passport & consular appointments and processing;
7. Handle general administrative tasks such as data entry, filing, and document preparation.
8. Support the Accounts Officer in financial record keeping and monthly reporting.
9. Assist in liaising with external service providers and vendors to ensure office supplies are stocked.
10. Assist in organizing and coordinating official functions and events.

KEY PERFORMANCE INDICATORS

Performance will be measured through the following indicators:

1. Build, maintain and sustain professional relations with stakeholders, suppliers, customers and colleagues through timely communication that enables delivery of activities within agreed time frames and standards.
2. Quality administrative services are provided, and outcomes are attended to in a timely and effective manner.
3. Actively contribute to the Mission's social and corporate requirements.

PERSON SPECIFICATION

To be considered for this role, the applicant must possess a working knowledge of Front Office Management and Microsoft Office Suite, Office Administration or equivalent qualification from a recognized institute. Word processing knowledge and computer management skills are essential and the following Knowledge, Experience, Skills and Abilities required to successfully undertake the duties of this role:

The Knowledge, Experience, Skills and Abilities (KESA) required to successfully undertake this role are:

Knowledge and Experience

1. At least 2-3 years of relevant work experience.
2. Experience in a receptionist, front desk, or administrative support role is preferred.
3. Basic Knowledge of OHS and passenger safety issues;
4. Knowledge of Fijian culture, policies, and government procedures is a plus.
5. Service oriented approach, with a commitment to supporting the operational/corporate environment of the High Commission.
6. Fluent in English (speaking Fijian or Hindi would be an advantage).



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Skills and Abilities

1. Ability to work under pressure, flexibility, be of character and work as a team.
2. Ability to plan, develop and coordinate multiple tasks/activities, and work additional hours as and when required.
3. Strong interpersonal, communication and writing skills and the ability to work effectively with internal and external stakeholders.
4. Good filing and records management and customer service skills.
5. Demonstrated ability to maintain confidentiality and neutrality in a sensitive environment.

Personal Character and Eligibility:

Applicants for employment at the Fiji High Commission must be able to work legally in United Kingdom, under the local retirement age, in sound health and with a clear police record. The successful applicant will be required to provide satisfactory medical and police clearance as a condition of employment. The Fiji High Commission is an Equal Employment Opportunity Employer. Applications are encouraged from all eligible applicants.

HOW TO APPLY:

To apply for the above role please provide:

1. Application Covering Letter of no more than two pages,
2. Recent Curriculum Vitae (CV),
3. Certified Academic Transcripts,
4. At least **two** referees (one being either a current or recent supervisor).

Please note that incomplete applications and applicants that do not meet the addressed KESA (Selection Criteria) will not be considered. Only short-listed candidates will be notified of the date for the interview. If interested, please submit your application with the necessary supporting documents to the Email: fwilson@fijihighcommission.org.uk no later than 24th November, 2023.

Please ensure that the subject line of the email reads: "Front Office & Admin Assistant Officer" - [Your Full Name]."

Closing Date of Vacancy: Friday 24th November, 2023 - 4pm BST)