

## **Job Profile: Embassy Support Officer**

**Date: March 2021**

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### **A. BASIC DETAILS**

Establishment post no. : to be confirmed  
Job title : Embassy Support Officer (local staff)  
Mission : Embassy Warsaw  
Job level : scale 5  
Number of hours : 37,5 hours per week

### **SPECIFIC INFORMATION**

The embassy support officer (employee) is part of the Embassy Support Office and provides administrative (including financial) support to primary processes of the embassy. He/She must be detail oriented, have the ability to multitask, screen calls and prioritize daily tasks and responsibilities. The employee makes decisions when preparing meetings, when making appointments and keeping track of them. The employee handles (e)mail and identifies urgent (postal) documents on his/her own initiative and insight. Since he/she will be the first point of contact for externals, professionalism, excellent interpersonal and communication skills are of utmost importance.

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### **B.1.1 RESULT AREA AND RESULTS**

- adequate administration of incoming and outgoing invoices and timely forwarding / follow-up of invoices to the relevant department and/or person
  - inquire after and booking of accommodation offers
  - focus on results, stress-resistant and capable of organising his/her work well under all circumstances
  - accurately and well-arranged appointments and calls in support of the primary processes of the mission, including well and carefully organized business trips for the management of the mission
  - handling incoming correspondence and/or follow-up, transferring calls, passing on messages and provide (basic) information to callers
  - management of the agenda, arranging appointments and calls for the management team
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### **B.1.2 TASKS**

#### **1. Financial administrative tasks**

- Providing information on financial administration where necessary and facilitating a smooth financial administration;
- Distributing received invoices for the purpose of obtaining approval of the costs/service;
- The correct and timely delivery of invoices to the Financial Support Office in The Hague;
- Request for a refund of VAT and excise duty from the Polish authorities;
- Calculation and reimbursement of recovered VAT and excise duties for the Embassy and posted employees;
- Other administrative work.

#### **2. Embassy support officer**

- Preparing and assisting in representative activities;
  - Act as the first point of contact for visitors to the Embassy;
  - Management of the contact database;
  - Translation work (Polish-English, English-Polish);
  - Dealing with confidential and handling sensitive issues;
  - Distribution and sending (electronic) messages, other incoming mail and (co-ordination of) sending invitations for receptions;
  - Customer friendly approach of visitors, announcing visitors to colleagues.
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### **B.2 FRAMEWORK**

- Internal administrative procedures and regulations including the NL Ministry of Foreign Affairs' rules and regulations on integrity;

- Takes decisions when assessing the importance, urgency and addressees of incoming and outgoing visitors / telephone calls / mails;
  - The employee should be able to organize the work largely independently;
  - The embassy support officer will be accountable to the Deputy Head of Mission.
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### **B.3 CONTACTS**

- With staff of the Embassy and some contacts within the Ministry of Foreign Affairs in The Hague;
  - Visitors and guests;
  - Polish Ministries, government agencies, public and private organizations (including in the corporate world);
  - Polish and Dutch contacts.
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### **B.4 KNOWLEDGE AND SKILL REQUIREMENTS**

- Knowledge of rules and regulations with regard to financial administration/procedures;
  - Professional, customer friendly approach and good cooperation in dealing with all contacts;
  - Numerical understanding;
  - Thorough knowledge of the English and Polish languages both in oral and writing;
  - Knowledge of Dutch is an advantage;
  - Skilled in Windows driven MS Office programs such as Word, Excel, Powerpoint and Outlook;
  - Strong planning and time management skills with very good attention to detail;
  - Deadlines may be imposed suddenly, demanding flexibility and re-prioritization of workload;
  - Integrity and professionalism.
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### **B.5 COMPETENCES**

- Ability to anticipate
  - Ability to monitor progress
  - Customer-oriented
  - Planning and organizing
  - Ability to work accurately
  - Collaboration
  - Integrity
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### **B.6 LEVEL OF EDUCATION / ADDITIONAL TRAINING AND KNOWLEDGE**

- Secondary vocational level (MBO);
  - 1 to 4 years of work experience;
  - Thorough knowledge of English and Polish language both in oral and writing and knowledge of Dutch is an advantage;
  - Training direction: secretarial support + MS Office, Word, Outlook, Excell, Powerpoint;
  - Experience in organizing events.
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## **C. Working Environment**

The Embassy in Warsaw is a medium sized mission with 10 expat staff (from different ministries) and approximately 22 locally employed staff. De facto there are three clusters: General/Consular Affairs, Political Affairs (including defense and police) and Economic Affairs (including agriculture). The NL Embassy office in Minsk (Belarus) also falls under the responsibility of the Embassy in Warsaw. Since the end of 2003, the Embassy is housed in a new, attractive chancellery that offers excellent facilities.

The main tasks of the Embassy are in the areas of politics, investment and trade, defense, human rights, consular affairs and public diplomacy.

The employee, together with two other embassy support officers, is part of a team in which the tasks are divided and can or must be taken care of in a replacement relationship. She/he works will support both the management team and the primary processes of the embassy.

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#### **D. STAFF MEMBER PROFILE**

Involved person, team player, has a positive attitude, well developed social skills, is discreet, accurate and can work independently. He/She is willing and able to tackle a multitude of tasks with a sometimes very diverse character and is willing to make additional efforts where and when needed. Is stress resistant and able to cope with situations of work pressure and keeps a cheerful attitude. He/She will take the initiative and is solution oriented. Acting with integrity is beyond any doubt.

Salary scale will be in accordance with function and experience and is in range of 5.633-6.009 (gross) PLN on a monthly basis. On top of this a 13<sup>th</sup> month salary will be paid out, an annual holiday and transport allowance.

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Deadline for the application is 7<sup>th</sup> of May 2021. Interested candidates are kindly requested to send their motivation letter (in Dutch or English) and curriculum vitae to [war-az@minbuza.nl](mailto:war-az@minbuza.nl) addressed to Filiz Deveci, Operational Manager.