



## British Embassy Muscat

**Position:** Receptionist / Corporate Services Officer  
**Grade:** A1 (L)  
**Location:** Muscat  
**Contract:** Full time, Permanent

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The British Embassy, Muscat has vacancy for the post of a Receptionist / Corporate Services Officer.

### Objective:

The primary roles include operation of the switchboard, greeting visitors and administrative tasks in support of the Corporate Services Section.

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### Key Duties and Responsibilities:

- Operation of telephone switchboard
- Handling routine enquiries and assisting all visitors
- Monitoring of CCTV security screens and control of main security airlock doors
- Weekly incident reporting and alarm testing
- Assist the PA to HMA with social secretary duties, including acknowledgements and responses to invitations
- Distributing incoming fax, mail and newspapers
- Managing stationery and cleaning stores
- Distributing staff phone bills, compiling master sheet for payment
- Compiling master utilities sheet for payment and updating individual property records
- Updating and maintaining property details and utility expenses.
- Management and monthly reconciliation of imprest box
- Maintenance of MFA notes log
- Procurement

### Competencies:

The candidate will need to demonstrate the following competencies during the interview:

- **Managing a quality service:** People who are effective in this area plan, organise and manage their time and activities to deliver a high quality and efficient service.
- **Seeing the Big Picture:** Having an in-depth understanding and knowledge of how your role fits with and supports organisational objectives and the wider public needs. Focussing your contribution on the activities which will meet Embassy goals and deliver the greatest value.
- **Changing and improving:** People who are effective in this area are responsive, innovative and seek out opportunities to create effective change. It's about being open to change, suggesting ideas for improvements to the way things are done, and working in "smarter", more focussed ways.
- **Engaging People: Collaborating and Partnering:** Requires working collaboratively, sharing information and building supportive, responsive relationships with colleagues and stakeholders, whilst having the confidence to challenge assumptions.
- **Delivering Value for Money:** The efficient, effective and economic use of taxpayers' money in the delivery of public services. Seeking out and implementing solutions which achieve the best mix of quality and effectiveness for the least outlay.

- **Delivering at Pace: Delivering at Pace:** Effectiveness in this area means focusing on delivering timely performance with energy and taking responsibility and accountability for quality outcomes. For all staff, it's about working to agreed goals and activities and dealing with challenges in a responsive and constructive way.

### **Skills**

Essential:

- Excellent written and oral communication skills
- Ability to work both in a team and autonomously
- Ability to multi task
- Self motivating
- Good knowledge of MS Office, including Word and Outlook

Desirable but not essential:

- Spoken Arabic desirable but not essential

### **Working Conditions and Remuneration:**

The Embassy offers an attractive working environment and remuneration package for the role, including: salary of 640 Omani Riyals per month inclusive of all allowances; recreational facilities including a swimming pool and social club.

Normal working hours are 07:30 – 14:30 Sunday to Thursday. However, the successful candidate may sometimes be required to work outside normal working hours.

There is a holiday entitlement of 30 days per year following successful completion of a 3 month probation period. Holidays that have already been booked will be honoured. There are also national holidays determined annually by the Embassy which usually total 14 days per year. Training will be provided as necessary.

### **Application Process:**

To apply for this position you must have a valid visa for Oman.

Interested candidates should forward the following on or before **10<sup>th</sup> May 2015** to [Muscat.recruitment@fco.gov.uk](mailto:Muscat.recruitment@fco.gov.uk).

1. An updated Curriculum Vitae
2. A completed Application Form. Kindly ensure that concrete examples of each competence will be provided on the application summary section of the form.
3. A covering letter stating why you feel you have the necessary skills to perform well in the above role, giving examples of each of the competences listed.

Applications received after the stated deadline will not be considered. Telephone applications and enquiries will not be accepted.

The successful applicant's employment will only be confirmed after the completion of any security clearance/checks. The checks can take several weeks to complete and the applicant will only be employed if the UK security clearance is granted.

**The British Embassy Muscat is an equal opportunities employer, dedicated to inclusivity, a diverse workforce and valuing difference. Staffs recruited locally by the British Embassy are subject to Terms and Conditions of service according to local Muscat employment law.**