



**The Embassy of the Grand Duchy of Luxembourg in London
(United Kingdom)
is recruiting 1 consular officer (m/f)
Fixed-term contract with effect from 5 May 2025 to 4 May 2026
20 hours per week**

As a consular officer, you will assist with the daily operations of the visa section, ensuring compliance with Schengen Area regulations and managing visa applications from start to finish. You will be responsible for handling initial inquiries, conducting face-to-face interviews, collecting fingerprints, performing data entry, and utilizing specialized software for visa processing. You will be a member of a small team and be expected to provide customer-oriented services with a professional and courteous approach during direct interactions with applicants. This role will also involve liaising with the Luxembourg Ministry of Foreign and European Affairs, Defence, Development Cooperation and Foreign Trade, and assisting members of the public.

Your tasks will include, but are not limited to the following:

- Answering emails and phone calls about all aspects of travelling to the Schengen area
- Sending and logging the outgoing mail
- Managing the day-to-day operations of the visa section and implementing the Schengen Area rules
- Booking appointments in the online calendar
- Conducting interviews with visa applicants from diverse backgrounds and thoroughly reviewing their submitted documentation to ensure alignment with the intended purpose of travel
- Inputting of applicants' paper documentation into electronic format
- Capturing biometric data
- Reviewing passports, UK residence permits, previous visas, and entry/exit stamps to determine eligible visa durations
- Collaborating with the Ministry of Foreign and European Affairs, Defence, Development Cooperation and Foreign Trade in exceptional individual cases
- Notifying applicants of the Ministry's decisions on their applications
- Printing and issuing of visas to successful applicants

- Maintaining a register of all completed applications
- Archiving completed applications in both paper and electronic formats
- Perform other support tasks as requested by the Head of Administration

Your profile:

- You have a legal authorization to work in the United Kingdom
- You have a secondary school diploma (or equivalent); post-secondary education is an advantage
- You have a minimum of five years of relevant work experience; previous experience working in diplomatic missions, immigration services, or a similar role is an advantage
- You are proficient in English at C2 level; speaking French or other EU languages is an advantage
- You have a strong proficiency in IT applications
- You have strong organizational skills with the ability to manage tasks efficiently and accurately
- You have the capacity to work independently while maintaining attention to detail and meeting deadlines
- You have excellent interpersonal skills, with the ability to work effectively in a multicultural team and engage with applicants professionally
- You have a high level of integrity, discretion, and ability to handle sensitive information confidentially

Please note that the labour law in force in the United Kingdom governs the employment contract, including the remuneration.

If you are interested for this vacancy, please send your CV and diplomas together with a cover letter giving details of current job, salary, availability and reasons for applying by e-mail to nathalie.stec@mae.etat.lu before 25 April 2025.

Only short-listed candidates will be contacted.