

Notice

No: 10-RCMP/DELHI-323

Classification: Asst - 6	Position title: Program Assistant The Canadian High Commission, New Delhi
Section: RCMP Liaison Office	Salary Range: Rs. 642,085 per annum + benefits

Employment: Initially a term position with a possible conversion into an indeterminate position

Last date to submit Application: **September 15 2010, 17:00 hours.**

Eligibility: This competition is open to individuals currently working as indeterminate and determinate employees. Applications from outside candidates will also be accepted for this competition.

Screening Requirements:

Education: Graduation from a government recognized college/university. Secretarial training and proficiency in the use of current office tools is a must .

Language: Fluency in English & Hindi language is essential. Knowledge of Punjabi and French is an asset.

Experience: Applicants should have at least five (5) years of relevant work experience in similar position in a commercial, industrial, or government establishment, an international organisation, or an Indian organisation.
An ideal candidate should have extensive experience in conducting complex investigative research, extracting & analysing information; extensive experience in formulating reports & preparing well-written and accurate correspondence; extensive experience in general office, administrative and financial management procedures; must demonstrate superior analytical, multitasking abilities and organizational skills. Experience in public relations is an asset.

Job Resume:

Under the general supervision of the Liaison Officer/Program Manager (LO) of the liaison office of the Royal Canadian Mounted Police at the Canadian High Commission in New Delhi, the incumbent functions as the Liaison Office's Program Assistant (PA). The PA performs a wide range of duties including analysis of critical elements of all intelligence received from maintenance of a comprehensive criminal database; preparing correspondence and reports on police matters; assessing, evaluating, making decisions and finding solutions regarding requests for both administrative and operational assistance from a wide range of foreign and domestic clients, for example, government ministries, police agencies, domestic security services, other government departments and the general public; attending to a wide range of other operational/management matters and performing a variety of diverse duties as required by the Liaison Office.

DUTY STATEMENTS

1. Provides Assistance in an Operational Capacity.

- Assists in the provision of police liaison officer services, at the Canadian Embassy to New Delhi, India. The Program Assistant by direct contact with a wide range of clients including and not necessarily limited to the following: Canadian and Foreign Police Agencies, host country Law Enforcement Agencies e.g., numerous Regional Police Forces, National Criminal Intelligence Service, the Ministry of Justice, Canada Immigration and Canadian and Foreign Justice Departments.
- Maintaining a productive and professional relationship with contact agencies in all countries of jurisdiction. In the LO's absence, the incumbent decides upon the most appropriate contact or agency to approach with each request and then follows up the request to ensure a timely response to the client.
- Coordinating routine requests for assistance and all other requests as directed by the LO, ensuring that such assistance is forthcoming and is conducted in a manner which is compatible and acceptable to Canadian standards and values, conveys under own signature results of inquiries to clients,
- Assisting visiting criminal case investigators or senior delegates attending regional conferences, performing police liaison tasks as delegated by PLO and conclusively dealing with routine queries and other matters.
- Independently or as delegated, undertakes complex and often lengthy investigative research, by analysing and evaluating data, compiling briefs, and receiving / disseminating criminal information.
- Establishing and promoting a working relationship with program contacts by maintaining constant and professional communications with them, in English, French or the language at the post, in order to obtain optimum results regarding our inquiries,
- Reviews and responds to incoming correspondence and communications, including those from informants; handling these in a most sensitive and discretionary manner. Ensure suitable and appropriate action is taken and a timely response to the client is completed.
- Under general supervision, assisting in the furtherance of investigations; this requires a knowledge of all agencies in program area of responsibility,
- Maintaining a detailed knowledge of past and on-going operational activities. Being cognizant of program responsibilities and limitations due to Canadian legislation. Ability to determine the level of sensitivity of inquiries from clients. Understanding situations which can potentially embarrass the RCMP, DFAIT or the Government of Canada and bringing these situations to the LO's attention or in his/her absence to the attention of the appropriate Canadian authority,
- Taking action on all routine operational and administrative matters by first determining the level of urgency and classification of the request. Required to seek response through contact agency and/or research of Canadian law, RCMP policy and other research material,
- Responding to requests from foreign clients and international organizations with tact and efficiency in order to augment program credibility,
- Working towards the overall goals of the program by being cognizant of the RCMP program's objectives as noted in the RCMP operational manual and annual Senior Executive Directional Statement,
- Conducting research and remaining current on legal processes, diplomatic protocols, international treaties and conventions in the countries that fall within the program's area of responsibility and adhering to these guidelines when seeking a response for the program's clients.
- Being responsible for sending all communications whether under own signature or that of the LO, including those communications marked Protected "B".
- Extracting and analysing all relevant information from incoming data sources for maintenance of several data base systems; conducting all database entry/retrieval and research on operational and criminal data and developing and refining an appropriate data base system used for classified criminal intelligence.
- Analysing all incoming communications and taking suitable action, ensuring a timely response to clients.
- When under the direction of the LO, implementing and managing program initiatives to gather information which can be used in Canada.
- Personally formulating letters, reports and charts; collating and organizing all classified and unclassified correspondence, documentation, electronic information, archives, reports and manuals.
- Coordinating duty travel itineraries and related arrangements (hotel reservations, transportation, etc. for the members of the program and visiting police officers / VIP's.

- Screening and coordinating foreign police personnel selected to attend courses in Canada to ensure that they have the necessary language proficiency and background to attend these courses which are sponsored by the RCMP.
 - Scheduling appointments with contacts for the LO, other Canadian authorities and self to further investigations and/or Canadian interests.
 - Analysing local publications and other reference material which may be of interest to the RCMP Criminal Intelligence Directorate or RCMP field units and disseminating same in a timely manner.
2. **At certain posts, manages the RCMP Foreign Police Training and the National Drug Strategy Observer Attachment programs within the PLO geographical area of responsibility.**
- Assisting liaison officers in determining training course selection, allotments and foreign candidate selection which best serves regional needs.
 - Maintaining direct contact with RCMP Headquarters Training Program Managers and respective foreign Police Commissioners, training officers and government ministries to facilitate the regional training assistance programs.
 - Independently administer the program by preparing, signing and dispatching all relevant correspondence, ensuring all visa and related requirements are met, arranging course documentation, candidate travel, and itineraries in order to ensure attendance of candidates.
 - Maintaining a training course and candidate log.
3. **Acts as Program Assistant, ensuring the efficiency of daily operations**
- A.** Responsible for overseeing most of the Liaison Office operations, the PA will maintain program-related commitments, and address a wide range of urgent operational matters, in full accordance with legal and RCMP mandates and objectives. Responsible for coordination of foreign and RCMP requests and operations by:
- Determining the appropriate national/foreign authority for contact in most cases;
 - Evaluating sensitivity of information and determining proper course of action based on the general direction of the Liaison Officer;
 - In many cases, providing appropriate information / request to local authorities as deemed necessary under own authority and signature;
 - Receiving telephone calls from field contacts, providing routine information and referring enquiries to the appropriate Officers.
- B.** Prioritization/management of office procedures and providing appropriate follow-up to operational and administrative matters by:
- Processing all incoming operational and administrative materials, classified and unclassified;
 - Acting upon requests in the appropriate manner; this can only be achieved by a strong knowledge of the organisational structure of the RCMP and the functional responsibilities of HQ Branches and Divisional field units;
 - providing a preliminary evaluation of level of security required in each case;
 - Determining required action and preparation of appropriate responses and reporting (in areas which have been delegated to the incumbent);
 - Responding directly, and with discretion, to enquiries from Police and Judicial authorities relating to overt/covert operations, criminal investigations, record checks and other related Liaison matters (in areas which have been delegated to the incumbent);
 - Keeping out-of-office Liaison Officer apprised of ongoing developments and activities;
 - De-briefing Liaison Officer upon return to office.
 - Ensuring that office work meets acceptable criteria and standards by applying DFAIT and RCMP operational and administrative regulations.
 - When required, incumbent oversees the maintenance of daily operations when both LOs are absent on policing/liaison visits.
 - Identifies associations in incoming data through cross-referencing, location and indexing of subjects, comparison of available statistics, and by historical memory.
 - Performs criminal record checks for/with Canadian and foreign law enforcement agencies, Mission Immigration and Consular sections, provides discretionary information based on results.
 - Performs telephone subscriber checks for Canadian and foreign authorities and advise results.
- C.** In the case of active international criminal operations / investigations:

- Co-ordinates the flow of information received during surveillance / investigations on specific target(s) between Canadian and foreign authorities and independently prepare responses to the law enforcement / intelligence agencies;
- Maintains continuous contact with all agencies involved to ensure effectiveness and co-ordination of efforts;
- Provides follow up to acknowledge the assistance provided.
- Directly responds to and initiates investigations for foreign agencies requesting assistance in various matters, including customs infractions, stolen vehicles, criminal record checks and illegal immigrants.
- When necessary, accompanies Liaison Officer to operational meetings with local law enforcement authorities to provide assistance in interpretation / coordination of joint projects.
- Evaluates validity of complaints / reports received with regards to electronic and mail fraud.
- Translates and transcribes legal documents, correspondence, reports, tables and charts, much of which is of a highly sensitive nature.
- Prepares, classifies and monitors monthly statistical data reports, in relation to total program activity, submits monthly reports on Foreign Service vehicle expenses and maintenance.
- Coordinates official travel arrangements for the LO by requesting travel authority, setting up appointment schedules, arranging visas, hotel reservations and airline tickets according to travel plans.

4. Provides general assistance

- Monitors program budget and co-ordinates with RCMP HQ Corporate Management Branch personnel to ensure the expenditures incurred are consistent with those charged to the RCMP by the Department of Foreign Affairs (DFAIT).
- Serving as custodian of the secure communication equipment. Maintaining records, conducting re-keying requirement and ensuring that the equipment is in good repair.
- Maintaining monthly and yearly client-related statistics for the office and reporting the tally to the RCMP Policy Centre.
- Maintains management information systems, including PROS, to ensure prompt responses and initiation of follow-up action; applies approved security procedures and regulations for the destruction of sensitive materials at post.
- Reviewing and taking action on all routine files for conclusion, as directed by the LO and transmit to the RCMP Policy Centre.
- Ensuring that office work meets acceptable criteria and standards by applying DFAIT and RCMP operational and administrative regulations.
- Arranging appointments and maintaining a schedule of all engagements with senior officials of Ministries and other Embassies, monitoring LO'(s) schedule and apprising of deadlines, meetings, reports.
- Maintaining current contact lists for all accredited Countries contacts.
- Receiving and opening mail for LO; sorting material according to category and priority.
- Preparing mail for the classified and unclassified diplomatic bag. Sign necessary documentation accompanying classified material.
- Obtaining operational and hospitality advance for LO's as required.
- Having skill in operating office equipment including basic routine maintenance, communicating with DFAIT or RCMP technicians for assistance regarding office equipment as required.
- Requisitioning office supplies when necessary from the appropriate supplier
- Making travel arrangements for LO, other Canadian authorities and self.
- Amending all appropriate administrative files and other reference documents.
- Providing RCMP Liaison Officers with oral or written translations in English, of incoming correspondence.
- Interpreting telephone conversations from non English speaking callers for the Liaison Officers if required (Desirable qualification able to speak and translate for Punjabi and Hindi).
- Manages and archives all incoming / outgoing sensitive, unclassified and program-related documentation as well as e-mail transmissions; adheres strictly to the set of guidelines for secure communications and data management as outlined by established RCMP protocols.

5. Participating in RCMP representational functions and interacting with entire range of formal program contacts and foreign government representatives as a staff member of the RCMP office by:

- Helping to develop and cultivate contacts in the local law enforcement community by attending specific hospitality functions and assisting the Liaison Officer in hosting the function.

- Arranging hospitality events including preparations of venue, catering, guest lists, invitation cards and overseeing final management of events.
- Participating in RCMP representational functions and interacting with entire range of formal program contacts and foreign government representatives as a staff member of the RCMP office.
- Accompanies the LO to or, in the case of the absence of the LO, represents the RMCP Liaison Office, at social function(s) sponsored by foreign / local contact agencies.
- Acts as a representative of the RCMP Liaison Office, accepts and declines invitations to various social events.
- Maintains and amends list of specific contacts to which hospitality is extended.
- Updating and preparing Christmas cards and maintaining current list of cards sent and received.
- Performing other duties as directed by the Liaison Officers

Rated Qualifications:

Knowledge:

- Knowledge of general government office procedures and practices (including filing, archiving, tracking systems and maintaining communications logs).
- Knowledge of software packages: Microsoft Windows XP, Microsoft Outlook and Corel Office Software (WordPerfect and Quattro Pro), and experience in conducting on-line research.
- Knowledge of Indian and state government departments & agencies.
- Effective oral and written communication skills in English are essential.

Ability:

- Ability to work under pressure and independently with a minimum level of supervision.
- Ability to analyze and interpret information quickly and efficiently.
- Ability to make decision with sound judgement and self confidence by responding to sensitive situations and classified matter with urgency when required.
- Ability to draft correspondence, reports, memorandum, etc. in English and Hindi
- Ability to prioritize, organize and coordinate a heavy workload while handling regular administrative duties

Personal Suitability:

- Demonstrate a high degree of discretion and autonomy
- Display initiative, professional integrity and sound judgement
- Demonstrate flexibility and adaptability
- Excellent planning and organizational skills
- Possess strong interpersonal skills

Conditions of Employment:

The appointment of the successful candidate will be subject to Medical Clearance and Reliability Check obtained by Management. To conduct the Reliability Check (RC), the candidate will have to submit the following documents on being selected by the mission.

- 1) Police clearance certificate. (Character Certificate)**
- 2) Letter of recognition from your bank stating your name, years of client service and your address.**
- 3) Professional and educational certificates.**

How to apply:

Send your CV and Cover letter (maximum 1 page), clearly indicating how you meet the listed screening requirements to the address below. Failure to do so will result in the rejection of your application.

**Human Resources Manager
Canadian High Commission
7/8 Shantipath
Chanakyapuri
New Delhi -110021
E-mail:delhi.competitions-concours@international.gc.ca**

Please quote Competition #: 10-RCMP-323

Only applications submitted at the above address before the final date of submission and time will be considered for screening.

Notes:

1. Anyone wishing to compete for this position should send their Resume with a 1 page maximum covering letter stating their interest in the position and the reason why they think they are the most suitable candidate, with reference to their qualifications and work experience.
2. Only the **applicants short-listed** will be contacted by the HR Section.
3. Candidates selected must provide the original qualification & experience certificates and personal ID with a photograph.
4. The results of this competition may also be used to establish an eligibility list to staff similar openings in the Canadian High Commission, New Delhi which might arise in the 12 months following the completion of this competition.
5. The competition details are also available on our website <http://www.gocindia.info>

Issuance Date: September 1, 2010