



IOM International Organization for Migration

Open to Internal and External Candidates

Position Title : **National Project Officer (FAP)**
Duty Station : **Erbil, Iraq**
Classification : **National Officer Category, NOA**
Type of Appointment : **Special Short Term contract (SST)**
Duration of Appointment : **Six (6) months with possibility of extension**
Closing Date : **24th July 2018**
Reference Code : **SVN2018/IRQ/112**

Established in 1951, IOM is the leading inter-governmental organization in the field of migration and works closely with governmental, intergovernmental and non-governmental partners. IOM is dedicated to promoting humane and orderly migration for the benefit of all. It does so by providing services and advice to governments and migrants.

IOM is committed to a diverse and inclusive environment. Internal and external candidates are eligible to apply to this vacancy. For the purpose of the vacancy, internal candidates are considered as first-tier candidates.

Context:

Under the general guidance of the Chief of Mission, overall supervision of the Head of Erbil Office and the direct supervision of the Family Assistance Program (FAP) Project Coordinator, the successful candidate will be based in Erbil and will be accountable and responsible for supporting the day to day management of the FAP unit and its staff. This includes assisting the streamlining of applicant case processing and guiding Syrian and Iraqi family members on German Family Reunification (FR) visa applications.

Core Functions / Responsibilities:

1. Assist in the coordination, implementation, and monitoring and evaluation of all aspects of the project.
2. Ensure that all conditions in the project proposal signed between IOM and the German government are adhered to by the staff under his/her daily supervision;
3. Supervise, lead and build capacity of the FAP Migrant Service Assistants in order to implement operations efficiently and effectively;
4. Manage day-to-day activities in the FAP - ensuring smooth and efficient operations in close coordination with the Project Coordinator, including

- liaising with the German consulate representatives and other relevant stakeholders, as well as coordinating and overseeing logistical/administrative support as requested;
5. Monitor the implementation of operations, regularly make suggestions on how to improve efficiency and effectiveness and bring problems or issues to the attention of the supervisor in a timely manner;
 6. Ensure an adequate level of staffing to perform the office duties, and ensure to timely arrange recruitment of project staff as needed in close coordination with the Project Coordinator. Conduct the performance evaluation of processing staff and take relevant actions in case of underperformance.
 7. Oversee the provision of the correct information on proper completion of application forms,; streamline arrangements for receipt of applications including biometric collection; record, dispatch to and follow up on applications and return of passports to the applicants; arrange appointments for visa applicants who require interview at the Consulate, as required.
 8. Responsible for the beginning and end of day reconciliation of all files and visa fees, ensure accuracy, timely accounting, reporting and depositing of all fees collected;
 9. Provide excellent customer service to applicants at all times, in full compliance with the Service Standards.
 10. Ensure data accuracy for all records in Erbil and report these periodically in a timely manner as per donor requirement; maintain a high degree of skill in using IOM internal software platforms;
 11. Maintain a professional appearance and migrant-friendly demeanour at all times;
 12. Maintain positive working relationships with German Consulate staff locally and with local authorities;
 13. Develop and maintain a positive working relationship with staff members within the FAP and with external counterparts involved with the processing of this caseload.
 14. Maintain and ensure confidentiality of all FAP-related matters, in accordance with guidelines and instructions.
 15. Take active steps to mitigate fraud and malfeasance, and to monitor the integrity of records containing individual data.
 16. Perform any other duties as may be assigned.

Required Qualifications and Experience

Technical

- Ability to work effectively and harmoniously with colleagues from varied cultures
- and professional backgrounds.
- Ability to meet deadlines and work under pressure.
- Experience with the following technologies: Windows 7 and NT operating systems; client/server hardware and software; input/output technology, digitizing equipment, internet services and related technologies;
- Strong practical experience in using Geographic Information Systems (GIS) is essential, specifically ESRI products such as ArcView and / or ArcInfo;

Experience

- University degree or equivalent in Business Management, Client Services, Social Science or related discipline preferred;
- Minimum two years of relevant professional experience in a similar setting & capacity; supervisory experience; Demonstrated ability to maintain accuracy & confidentiality in performing responsibilities;
- Demonstrated proficiency with Microsoft Office applications, including Excel, PowerPoint, Good knowledge of information technology and proficiency in Microsoft Office applications especially Excel, Word, PowerPoint and Publisher.
- Previous work experience in international organizations and service industry companies would be an advantage.
- Strong interpersonal & intercultural skills with an attention to detail

Languages

Fluency English, Arabic and Kurdish.

Required Competencies

Accountability

- Accepts and gives constructive criticism
- Follows all relevant procedures, processes, and policies
- Meets deadline, cost, and quality requirements for outputs
- Monitors own work to correct errors
- Takes responsibility for meeting commitments and for any shortcomings

Client Orientation

- Identifies the immediate and peripheral clients of own work
- Establishes and maintains effective working relationships with clients

- Identifies and monitors changes in the needs of clients, including donors, governments, and project beneficiaries
- Keeps clients informed of developments and setbacks

Continuous Learning

- Contributes to colleagues' learning
- Demonstrates interest in improving relevant skills
- Demonstrates interest in acquiring skills relevant to other functional areas
- Keeps abreast of developments in own professional area

Communication

- Actively shares relevant information
- Clearly communicates, and listens to feedback on, changing priorities and procedures
- Writes clearly and effectively, adapting wording and style to the intended audience
- Listens effectively and communicates clearly, adapting delivery to the audience

Creativity and Initiative

- Actively seeks new ways of improving programmes or services
- Expands responsibilities while maintaining existing ones
- Persuades others to consider new ideas
- Proactively develops new ways to resolve problems

Leadership and Negotiation

- Convinces others to share resources
- Actively identifies opportunities for and promotes organizational change
- Presents goals as shared interests Articulates vision to motivate colleagues and follows through with commitments

Performance Management

- Provides constructive feedback to colleagues
- Identifies ways for their staff to develop their abilities and careers
- Provides fair, accurate, timely, and constructive staff evaluations
- Uses staff evaluations appropriately in recruitment and other relevant HR procedures
- Holds directly reporting managers accountable for providing fair, accurate, timely, and constructive staff evaluations

Planning and Organizing

- Sets clear and achievable goals consistent with agreed priorities for self and others
- Identifies priority activities and assignments for self and others
- Organizes and documents work to allow for planned and unplanned handovers
- Identifies risks and makes contingency plans

- Adjusts priorities and plans to achieve goals
- Allocates appropriate times and resources for own work and that of team members

Professionalism

- Masters subject matter related to responsibilities
- Identifies issues, opportunities, and risks central to responsibilities
- Incorporates gender-related needs, perspectives, and concerns, and promotes equal gender participation
- Persistent, calm, and polite in the face of challenges and stress
- Treats all colleagues with respect and dignity
- Works effectively with people from different cultures by adapting to relevant cultural contexts
- Knowledgeable about and promotes IOM core mandate and migration solutions

Teamwork

- Actively contributes to an effective, collegial, and agreeable team environment
- Contributes to, and follows team objectives
- Gives credit where credit is due
- Seeks input and feedback from others
- Delegates tasks and responsibilities as appropriate
- Actively supports and implements final group decisions
- Takes joint responsibility for team's work

Technological Awareness

- Learns about developments in available technology
- Proactively identifies and advocates for cost-efficient technology solutions
- Understands applicability and limitation of technology and seeks to apply it to appropriate work

Resource Mobilization

- Establishes realistic resource requirements to meet IOM needs.

Other

Any offer made to the candidate in relation to this vacancy notice is subject to funding confirmation.

Appointment will be subject to certification that the candidate is medically fit for appointment and verification of residency, visa and authorizations by the concerned Government, where applicable.

Only candidates residing in either the country of the duty station or from a location in a neighbouring country that is within commuting distance of the duty station will be considered. In all cases, a prerequisite for taking up the position is legal residency in

the country of the duty station, or in the neighbouring country located within commuting distance, and work permit, as applicable.

How to apply:

Interested candidates are invited to submit their applications via a link:

<http://iomiraq.net/vacancies/national-project-officer-fap-0>

“Female candidates are encouraged to apply”

In order for an application to be considered valid, IOM only accepts online profiles duly completed. Only shortlisted candidates will be contacted.

Posting period:

From 10.07.2018 to 24.07.2018