



IOM International Organization for Migration

Open to Internal and External Candidates

Position Title : **Project Assistant**
Duty Station : **Iraq, Erbil (FAP Unit)**
Classification : **General Service Staff, Grade G5**
Type of Appointment : **Special Short Term contract (SST)**
Duration of Appointment : **Six (6) months with possibility of extension**
Closing Date : **19th July 2018**
Reference Code : **SVN2018/IRQ/113**

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 Family Assistance Program (FAP) Project Coordinator and the direct supervision of National Project Officer (FAP), the successful candidate will be based in Erbil and will be accountable and responsible for assisting the streamlining of applicant case processing and guiding Syrian and Iraqi family members on how to correctly complete the German Family Reunification (FR) visa application and supporting documentation checklists.

1. Act as the administrative focal point for the FAP project, assist in the day-to-day implementation, monitoring of the FAP activities and supporting the Team Leader.
2. Responsible for the daily completion of applications to be submitted at the German Consulate, including the reconciliation of the visa fees collection and all preparations for submission as per German requirements.
3. Assist in the administration of the appointment schedule system for the visa applications taken at the FAP counters in close coordination with the team ensuring that the appointments are allocated according to the SOP in an effective manner and processing the workload timely and in line with the appointments provided by the Embassy.

4. Assist with the monitoring of the emails and provide timely replies within 2 business days of all incoming emails in the different languages, as well as ensuring that the replies provided are up to the highest standards of service provision and always accurate and up to date.
5. Provide excellent migrant service to applicants at all times, in full compliance with the Service Standards; this includes the completeness checks on all documentation before their visa appointment and provide advice to migrants in a timely manner, either in person at the FAP or by responding to telephone and to all e-mails inquiries.
6. Inform management of any problems or issues immediately and regularly make suggestions on how to improve efficiency and service.
7. Maintain a positive working relationship with the German Embassy staff and with external counterparts involved with the processing of this caseload.
8. Maintain and promote confidentiality and integrity of all FAP-related matter and of all beneficiaries, in accordance with guidelines and instructions.
9. Take active steps to mitigate fraud and malfeasance, and to monitor the integrity of records containing individual data.
10. Perform any other duties as may be assigned.

Required Qualifications and Experience

Education

- University degree or equivalent in Business Management, Client Services, Social Science or related discipline preferred; or an equivalent combination of education, training & experience

Experience

- Minimum 3 years (or 5 for candidates holding high school diploma) of relevant professional experience in a similar setting & capacity preferred; 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 in English, Kurdish and Arabic

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,
- 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

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/project-assistant-6>

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 12 July 2018 to 19 July 2018