

Open to Internal and External Candidates

Position Title	: Migrant Service Assistant (5 Positions)
Organizational Unit	: Family Assistance Programme (FAP)
Duty Station	: Erbil - Iraq
Classification	: General Service Staff, Grade G4
Type of Appointment	: Special Short Term contract (SST)
Duration of Appointment	: Six (6) months with possibility of extension
Closing Date	: 26 th June, 2022
Reference Code	: SVN2022/IRQ/141

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. Applications from qualified female candidates are especially encouraged as well as the 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 overall guidance of the COM, under overall supervision Project Manager for Family Assistance Programme (FAP) and the direct supervision of the National Project Officer in Erbil, 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 family members on the German Family Reunification (FR) visa application process, which includes how to correctly complete the required forms and supporting documentation checklists.

Core Functions / Responsibilities:

1. Take responsibility for the day-to-day assistance to beneficiaries in the FAP Centre;
2. Always provide excellent migrant service to applicants, in full compliance with the Service Standards;
3. Assist and guide migrants in the completion of the online visa application form as per checklists, conduct completeness checks on all documentation and collect, when required, biometric information;
4. Complete questionnaires on behalf of applicants while ensuring accuracy of the information and verifying the consistency of the information in the questionnaires with the documentation provided;

5. Provide migrants with accurate information in a timely manner and distribute information sheets, Integration Handbook and visa requirement checklists; assisting with telephone and e-mail inquiries from clients (including requirements for submitting visa applications); and informing clients of any changes to visa requirements or submission procedures;
6. Organize the files of the applicants in the required order based on the instructions of the German Consular staff in IOM-designated folders for applicants to submit to the Consulate, and in full compliance with the IOM Service Standards;
7. Maintain high level of accuracy of data capture, by ensuring that the information collected and recorded in the case management system are correct, complete and updated at all time;
8. Answer questions and provide remote guidance on form completion, visa requirements and general information to families and principle applicants;
9. Schedule appointments while ensuring appointment system for applicants in FAP is operated effectively;
10. Maintain records of all applications and contact with principle applicants and report these records periodically in a timely manner;
11. Inform management of any problems or issues immediately while regularly suggesting how to improve efficiency and service;
12. Take active steps to mitigate fraud and malfeasance, and to monitor the integrity of records containing individual data; and,
13. Perform any other duties as may be assigned.

Qualifications;

Education

- University degree from an accredited academic institution in with minimum 2 years of relevant professional experiences; or
- Completed High School degree from an accredited academic institution, with minimum 4 years of relevant professional experiences.

Experience & Skills

- Minimum 2 years 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

- English, Kurdish and Arabic are required.
- Any other language is an advantage.

Required Competencies

The incumbent is expected to demonstrate the following values and competencies:

- Values - all IOM staff members must abide by and demonstrate these three values:
- Inclusion and respect for diversity: respects and promotes individual and cultural differences; encourages diversity and inclusion wherever possible.
- Integrity and transparency: maintains high ethical standards and acts in a manner consistent with organizational principles/rules and standards of conduct.
- Professionalism: demonstrates ability to work in a composed, competent and committed manner and exercises careful judgment in meeting day-to-day challenges.
- Core Competencies – behavioural indicators level 1
- Teamwork: develops and promotes effective collaboration within and across units to achieve shared goals and optimize results.
- Delivering results: produces and delivers quality results in a service-oriented and timely manner; is action oriented and committed to achieving agreed outcomes.
- Managing and sharing knowledge: continuously seeks to learn, share knowledge and innovate.
- Accountability: takes ownership for achieving the Organization's priorities and assumes responsibility for own action and delegated work.
- Communication: encourages and contributes to clear and open communication; explains complex matters in an informative, inspiring and motivational way.

IOM IN/234 - Policy and Procedures for Preventing and Responding to Sexual Exploitation and Abuse
IOM has a policy of zero tolerance of sexual exploitation and abuse (SEA) by IOM staff members and the employees or any other persons engaged and controlled by IOM Contractors. The staff members and all contract type holders shall protect against and prevent sexual exploitation and abuse (PSEA).

Others

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:

While this vacancy is open to both Internals and Externals, priority shall be given to qualified Internal applicants.

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

<https://iraqdatacenter.iom.int/Vacancy/Apply/SVN2022IRQ141>

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

Posting period:

From 12.06.2022 to 26.06.2022