

VACANCY NOTICE



International Organization for Migration (IOM)
The UN Migration Agency

The International Organization for Migration is seeking qualified candidates holding **Turkish citizenship** for the following position based in Istanbul, Türkiye.

Vacancy Notice Number:	SVN#TR/2024/39
Position Title:	Senior Project Associate (German Speaker)
Duty Station:	Istanbul – Türkiye
Classification:	6 months Special Short Term Graded Contract (G6)- with possible extension
Eligibility:	Turkish Nationals
Deadline of Applications:	18 April 2024
Number of People to be hired	1
Category:	Internal

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.

At IOM, we welcome applications from qualified professionals, irrespective of their race, religion, skin color, nationality, age, disability status, ancestry, sex, sexual orientation, gender identity or expression, marital status, family structure, mental health status, or any other characteristic.

Our policies encourage a workplace free from discrimination and any form of harassment. Qualified women are particularly encouraged to apply for this position. Read more about diversity and inclusion at IOM at www.iom.int/diversity

General Functions:

Under the overall supervision of the FAP Senior Programme Coordinator and under the direct supervision of the National Project Officer (FAP), the successful candidate will be accountable and responsible for supporting the streamlining visa application services for the German family reunification, resettlement, and evacuation caseloads.

Major Duties and Responsibilities:

1. Oversee Migrant Service Assistance staff members undertaking communications activities related to case consultation, the information center and/or public affairs, including supporting staff development processes such as hiring, providing training, assigning duties and giving feedback to staff members on their performance on a regular basis to ensure high quality work and the accurate completion of communications activities. Support the development and implementation of Standard Operating Procedures (SOPs), as needed.
2. Oversee the information center, ensuring that all communication undertaken by staff members by phone, email, through website(s) and other technological means and in person, are efficient, effective, accurate, clear and courteous. In coordination with the Project Officer, ensure the information provided by the FAP information center is up to date, relevant and accessible to all persons, including to at-risk individuals, and that the staff members providing the information are adequately trained.
3. Enhance capacities of Migrant Service Assistants (MSAs) through providing Ad Hoc trainings to promote knowledge and application of the SOPs. Train other team members to efficiently and

effectively manage communication activities, update 365 Dynamics CRM and other databases accurately and to supervise communication team members and activities.

4. Proactively address communication-related backlogs or other issues in coordination with the management.
5. In close coordination with the Project Officer, undertake activities related to public affairs, including, as assigned, planning, developing, designing, producing, and distributing materials for individuals served by FAP, including print, audio, visual and online materials.
6. Make informal translations of documents, communication and meetings for the Project Officer as needed.
7. Communicate with sponsors, NGOs and other external German stakeholders on FAP related items in close coordination with the National Officer.
8. Control the quality of all German-related documents in FAP and ensure accurate applications are referred to the German consulate.
9. Assist with the report preparation and data-management of the FAP Project by preparing statistical and thematic reports whenever required, and report to FAP management of any problems or issues arising immediately and regularly make suggestions on how to improve efficiency and service.
10. Maintain and ensure the confidentiality and integrity of all FAP-related matters and of all beneficiaries, by implementing procedures in accordance with guidelines and instructions of the donor and standards of conduct and data protection rule. Alert management of any non-compliance to SOPs or codes of conduct by staff members. Also take active steps to mitigate fraud and malfeasance, and to monitor the integrity of records containing individual data.
11. In the absence of the National Project Officer, act as an OiC to monitor and perform daily tasks, evaluate MSAs, and perform other duties.
12. Undertake duty travel as needed to support other FAP Country Offices for meetings and for trainings and perform any other duties as may be assigned.
13. Perform other duties as may be assigned.

Required Qualifications:

Education:

- University degree or equivalent in Business Management, Client Services, Social Science or related field with four years of relevant experience; or,
- High school diploma with six years of relevant experience.

Experience:

- 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 and German** is required.
- Working knowledge of **Arabic and/or Turkish** is advantageous.

Required Competencies

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

Values

- **Inclusion and respect for diversity:**
Shows respect and sensitivity towards gender, culture, ethnicity, religion, sexual orientation, political conviction and other differences.
 - Encourages the inclusion of all team members and stakeholders while demonstrating the ability to work constructively with people with different backgrounds and orientations.
 - Promotes the benefits of diversity; values diverse points of view and demonstrates this in daily work and decision making.
 - Challenges prejudice, biases and intolerance in the workplace.
- **Integrity and transparency:**
Upholds and promotes the Standards of Conduct and Unified Staff Regulations and Rules.
 - Delivers on commitments; manages the organization's resources reliably and sustainably.
 - Embraces and encourages transparency, balancing this with the need for discretion and confidentiality as appropriate.
 - Maintains impartiality and takes prompt action in cases of unprofessional or unethical behavior.
 - Does not abuse one's position and acts without consideration of personal gain. Is motivated by professional rather than personal concerns.
- **Professionalism:**
Demonstrates professional competence and mastery of subject matter and willingness to improve knowledge and skills.
 - Seeks to raise professional standards in self and others through daily work and activities.
 - Adapts quickly to change and is decisive and versatile in face of uncertainty.
 - Shows self-control and persistence when faced with difficult problems and remains calm in stressful situations.
 - Is conscientious and efficient in meeting commitments, observing deadlines and achieving results.

Core Competencies – behavioral indicators *level 2*

- **Teamwork:**
 - Fosters a sense of team spirit by developing a shared understanding, accountability, and enthusiasm for the team's work.
 - Displays a high level of cultural awareness, sensitivity to different ways of working and leverages individual strengths in order to build a better team.
 - Shares credit for team accomplishments and ensures that the contribution of others is recognized.
 - Helps create a positive team spirit, putting aside personal considerations to help the team achieve its goals.
- **Delivering results:**
 - Produces high-quality results and workable solutions that meet clients' needs.
 - Anticipates constraints, identifies solutions, and takes responsibility for addressing critical situations.
 - Monitors own and others' work in a systematic and effective way, ensuring required resources and outputs.
 - Aligns projects with Organization's mission and objectives and demonstrates a good understanding of the impact of team's and own work on external and internal counterparts.

- Managing and sharing knowledge:
 - Disseminates and shares knowledge openly and actively contributes to knowledge/network communities for topics relevant to area of expertise.
 - Encourages knowledge-sharing across units/departments and ensures that knowledge is captured, recorded and disseminated appropriately.
 - Builds networks for the effective communication and exchange of knowledge and ideas and puts others into contact with various sources of knowledge.
 - Contributes to an environment that is conducive to innovation and learning.

- Accountability:
 - Proactively seeks responsibility in delivering towards the goals of the Organization.
 - Plans and organizes work with a clear and deliberate focus, ensuring commitments are easily identified and progress is widely communicated.
 - Stands by the actions of team or department, publicly accepting ownership.
 - Takes responsibility of own shortcomings and those of the work unit, where applicable

- Communication:
 - Speaks and writes clearly and effectively.
 - Seeks to share information with others, with due respect for diversity and the confidentiality of specific sensitive information.
 - Listens and seeks to understand without bias and responds appropriately.
 - Shares information and keeps others up to date; actively seeks others' views and ideas and respects their contribution.

Managerial Competencies¹ – behavioral indicators *level 2*

- Leadership:
 - Assigns responsibilities fairly and manages performance, taking account of individual strengths, workloads and interests.
 - Is inclusive in decision-making and actively seeks feedback from team members and colleagues in order to identify opportunities for improvement.
 - Takes sound and timely managerial decisions that are consistent with the Organization's vision and purpose.
 - Establishes and maintains relationships with a broad range of stakeholders to understand needs and gain support.

- Empowering others and building trust:
 - Delegates appropriately to make the most of others' talents, clarifying expectations and allowing autonomy in important areas while providing necessary support.
 - Encourages others to take responsibility for their performance; promotes ownership, responsibility and accountability for desired results at all levels.
 - Creates an atmosphere of trust and confidence in which others can talk and act without fear of repercussion.
 - Gives proper credit to others, shows appreciation and rewards achievement and effort.

- Strategic thinking and vision:
 - Aligns own actions to the Organization's vision, values, and mandate.

¹ As applicable.

- Translates strategic direction into short and medium-term plans and objectives for own team; revises objectives to reflect changes in organizational goals.
- Identifies key issues/priorities in complex situations and how they may be related to one another.
- Clearly communicates links between the Organization's strategy and the work unit's goals.

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, accreditation, any residency or visa requirements, and security clearances.

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.

This is a local position and applications from candidates for non-Turkish citizens holding a valid residence permit residing in Türkiye might be considered.

How to Apply:

Interested candidates are requested to submit their application including the most recent CV with a cover letter in English with contact details (name, position, phone and e-mail details) of three references by indicating name of the position applied with its VN number in the subject line of the e-mail to iomtrjobs@iom.int or to IOM Birlik Mahallesi Sehit Kurbanı Akboga Sok. No:24 06610, Çankaya, Ankara Türkiye by the end of **18 April 2024**.

Please note that only shortlisted candidates will be contacted.