

VACANCY NOTICE



The International Organization for Migration is seeking qualified Turkish nationals and non-Turkish nationals holding a valid residence permit for the following position based in Istanbul, Turkey.

Vacancy Notice Number:	VN#TR/2018/113
Position Title:	Project Assistant (Data Quality Control, FAP)
Classification:	One Year Fixed Term Contract -with possible extension (G5)
Duty Station:	Istanbul- Turkey
Deadline of Applications:	24 July 2018
Number of Vacant Positions:	1

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.

General Functions:

*Under the direct supervision of the Family Assistance Program (FAP) Team Leader and the overall supervision of FAP Project Coordinator, the successful candidate will be based in **Istanbul** 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.*

Major Duties and Responsibilities:

1. Act as the quality control focal point for the project in Istanbul, assist in the day-to-day quality control monitoring of the visa applications, and supporting the Team Leader in the monitoring of the FAP activities.
2. Assist the Team Leader to monitor all activities on FAP internal software, verifying ensuring accuracy of data entry activities.
3. Ensure that the questionnaires filed with the visa applications are accurate and meet the requirements set by the donor, and report immediately any quality issue to the Quality Control Officer.
4. Enhance capacities of Migrant Service Assistants (MSAs) through providing ad hoc trainings to promote knowledge and application of the SOPs.
5. Assist with the report preparation and data-management of the FAP project by preparing statistical and thematic reports whenever required.
6. Report to FAP management of any problems or issues arising immediately and regularly make suggestions on how to improve efficiency and service.
7. Maintain a positive working relationship with the German Embassy staff locally and with external counterparts involved with the processing of this caseload.
8. Maintain and promote confidentiality and integrity of all FAP-related matters 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, Engineering 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 and Arabic** is required.
- **German, and/or Turkish** knowledge is an advantage.

Required Competencies

Behavioral

- Accountability – takes responsibility for action and manages constructive criticisms
- Client Orientation – works effectively well with clients and stakeholders
- Continuous Learning – promotes continuous learning for self and others
- Communication – listens and communicates clearly, adapting delivery to the audience
- Creativity and Initiative – actively seeks new ways of improving programmes or services
- Leadership and Negotiation – develops effective partnerships with internal and external stakeholders;
- Performance Management – identify ways and implement actions to improve performance of self and others.
- Planning and Organizing - plans work, anticipates risks, and sets goals within area of responsibility;
- Professionalism - displays mastery of subject matter
- Teamwork – contributes to a collegial team environment; incorporates gender related needs, perspectives, concerns and promotes equal gender participation.
- Technological Awareness - displays awareness of relevant technological solutions;
- Resource Mobilization - works with internal and external stakeholders to meet resource needs of IOM.

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.

Please be advised that this is a local position and as such only applications from candidates with a valid residence / working permit residing in Turkey will 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 Sokak No:24 Cankaya, Ankara by the end of **24 July 2018**.

Please note that only shortlisted candidates will be contacted.