

VACANCY NOTICE



International Organization for Migration (IOM)
The UN Migration Agency

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/2022/14
Position Title:	Project Assistant (Data Quality Control)
Duty Station:	Istanbul – Turkey
Classification:	One Year Fixed Term Graded Contract (G5)
Deadline of Applications:	4 February 2022
Number of People to be hired	1
Eligibility:	Internal Candidates

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 overall supervision of the Family Assistance Program (FAP) Project Coordinator and the direct supervision of the Team Leader, and the administration supervision of the Head of Sub-Office, the successful candidate will be based in Istanbul and will be accountable and responsible for assisting the streamlining of applicant case processing and guiding family members on the German Family Reunification (FR) visa application process, which includes how to correctly complete the required forms and support documentation checklists.

Major Duties and Responsibilities:

1. Act as the quality control focal point for the project in Lebanon, monitor the day-to-day quality control of the visa applications (document review, data entry and fees collected) and review and validate questionnaires to ensure they are accurate and they meet the requirements set by the donor.
2. Monitor, verify and report all FAP activities and data entry on internal software (Microsoft Dynamics CRM) and ensure accuracy, report immediately any quality issue to the Quality Control Officer.
3. Contribute to establishing a referral mechanism for vulnerable applicants in need of short-term assistance and protection.
4. Enhance capacities of Migrant Service Assistants (MSAs) through providing ad hoc trainings to promote knowledge and application of the SOPs. Also, coordinate with Project assistant and Migrant service assistants to divide daily workload equally among staff.
5. Report daily on the collected applications and questionnaires validated and follow up on quality control calls and CRM Gaps monthly. 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:

Education:

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

Experience:

- Minimum 3 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; and,
- Strong interpersonal and intercultural skills with an attention to detail.

Languages:

- Fluency in **English and Arabic** is required.
- Working knowledge of German and 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.
- **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.
- **Professionalism:**
Demonstrates professional competence and mastery of subject matter and willingness to improve knowledge and skills.
 - 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 – behavioural indicators *level 1*

- **Teamwork:** Establishes strong relationships with colleagues and partners; relates well to people at all levels.
 - Is fully aware of the team purpose, respects and understands individual and collective responsibilities.
 - Willingly puts in extra effort without being asked and adopts a "hands-on" approach whenever necessary to achieve team objectives.
 - Coordinates own work with that of the team to meet agreed priorities and deadlines.
- **Delivering Results:**
 - Produces quality results and provides quality services to clients.
 - Meets goals and timelines for delivery of products or services.
 - Shows understanding of own role and responsibilities in relation to expected results.
- **Managing and sharing knowledge:**
 - Shares knowledge and learning willingly, and proactively seeks to learn from the experiences of others.
- **Accountability:**
 - Accepts personal responsibility for quality and timeliness of work.
 - Operates in compliance with organizational regulations and rules.
 - Accepts and gives constructive criticism; acknowledges and corrects mistakes and apply lessons learned for improvement.
- **Communication:**
 - Presents information using language and sequence of ideas that is easy for recipients to understand.

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 Sok. No:24 06610, Çankaya, Ankara Turkey by the end of **4 February 2022**.

Please note that only shortlisted candidates will be contacted.