



International Organization for Migration (IOM)  
The UN Migration Agency

## VN # IOM 0824-22

Position Title : **National Programme Coordinator (FAP)**  
Duty Station : **Tehran, Iran**  
Classification : *National Officer, Grade NO-B*  
Type of Appointment : *Fixed term, one year with possibility of extension*  
Estimated Start Date : **As soon as possible**  
  
Closing Date : **August 27<sup>th</sup>, 2024**

*Established in 1951, IOM is a Related Organization of the United Nations, and as the leading UN agency in the field of migration, 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.*

### ***Context:***

Under the overall supervision of Chief of Mission (CoM) and Head of Immigration Border governance (IBG), direct supervision of the Senior Programme Coordinator (Family Assistance Programme (FAP)), and additional supervisions of the FAP National Operation Officer and Deputy Global Programme Coordinator, the successful candidate will be accountable and responsible for the day-to-day management of the FAP Unit. This includes streamlining visa application services for the German family reunification, resettlement, and evacuation caseloads.

### ***Core Functions / Responsibilities:***

1. Coordinate the overall implementation of the FAP Project in the Country Office including the oversight of the financial, logistical, administrative and technical aspects in accordance with IOM's policies, practices and global standards as well as relevant requirements, guidelines and grant agreements with the donor.
2. Monitor and oversee the implementation of the operations according to the work plan; document and evaluate results; identify the causes of deviations and bottlenecks and recommend and implement corrective actions in coordination with FAP Senior Management. Monitor budget implementation and propose adjustments as necessary.
3. Promote and contribute to the integration and mainstreaming of Gender, PSEA, Protection, Human Rights, and other pertinent cross-cutting issues into programme implementation.

4. Identify potential areas for project development and contribute to the development of new phases of the programme by selecting and summarizing background information, assessing the local context and drafting segments of project proposals.
5. Participate in the development and adjustment of methodologies, contingency plans, approaches and standard operations procedures to respond to emerging challenges in the centre through a consultative process with FAP Senior Management other relevant parties in IOM Country Office..Use the program monitoring, evaluation, and reporting tools to monitor staff performance and ensure objectives' achievement. Contribute to information management including awareness raising and visibility, info-sheets, website updates and other relevant information-sharing materials.
6. Coordinate the elaboration and dissemination of reports for the donors ensuring timely submission and compliance with donor and IOM requirements.
7. Ensure that all conditions in the project proposal signed between IOM and the German government are adhered to by the staff under her/his daily supervision.
8. Manage day-to-day activities in the FAP - ensuring smooth and efficient operations in close coordination with FAP Senior Management, including liaising with the German consulate representatives and other relevant stakeholders, as well as coordinating and overseeing logistical/administrative support as requested.
9. Ensure an adequate level of staffing to perform the office duties and ensure to timely arrange recruitment of project staff as needed in close coordination with FAP Senior Management.
10. Oversee the provision of the correct information on proper completion of application forms; streamline arrangements for receipt of applications including biometric collection; record, dispatch to and follow up on applications and return of passports to the applicants; arrange appointments for visa applicants who require interview at the Consulate, as required.
11. Responsible for the beginning and end of day reconciliation of all files and visa fees, ensure accuracy, timely accounting, reporting and depositing of all fees collected; and ensure excellent customer service to applicants at all times, in full compliance with the Service Standards.
12. Ensure data accuracy for all records in IOM internal software platform and report these periodically in a timely manner as per donor requirement; maintain a high degree of skill in using IOM internal software platforms.
13. Maintain and ensure confidentiality of all FAP-related matters, in accordance with guidelines and instructions. Take active steps to mitigate fraud and malfeasance, and to monitor the integrity of records containing individual data.
14. Ensure and promote the confidentiality and integrity of all relevant paperwork in line with Standards of Conduct and Data Protection rules and manage any non-compliance to SOPs or codes of conduct by IOM staff members.

15. Liaise and coordinate with government entities, implementing partners, United Nations agencies, civil society, donors and other stakeholders.
16. Plan, develop, organize and deliver capacity building activities to build capacity of staff, partners, government officials, and other humanitarian actors.
17. Participate in relevant conferences, working groups, workshops, steering committees, working groups, and other forums
18. Undertake duty travel as required related to project implementation and monitoring.
19. Perform other related duties as assigned.

### ***Required Qualifications and Experience***

#### **Education**

- University Master's degree or equivalent in Business Management, Client Services, Social Science or related discipline preferred with two years of relevant professional work experience.
- University Bachelor's degree in the above fields with four years of relevant professional experience.

#### **Experience**

- Minimum two years of relevant professional experience in a similar setting & capacity; supervisory experience; Demonstrated ability to maintain accuracy & confidentiality in performing responsibilities;
- Experience in liaising with governmental authorities, national/international institutions, United Nations agencies and non-governmental organizations;
- Experience in working with migrants, refugees, internally displaced persons, victims of trafficking and other vulnerable groups; and,
- Prior work experience with international humanitarian organizations, non-government or government institutions/organization in a multi-cultural setting is an advantage.
- Experience in the usage of office software packages (MS Word, Excel, etc.) and knowledge of spreadsheet and data analysis; and,
- Experience supervising the development and implementation of administrative control procedures.

## **Skills**

- 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; and,
- Knowledge of UN and bilateral donor programming.

## **Languages**

### **REQUIRED:**

For all applicants, fluency in English and Persian is required (oral and written).

### **DESIRABLE:**

Working knowledge of German

## ***Required Competencies***

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

VALUES - All IOM staff members must abide by and demonstrate these five values:

- Inclusion and respect for diversity: Respects and promotes individual and cultural differences. Encourages diversity and inclusion.
- 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.
- Courage: Demonstrates willingness to take a stand on issues of importance.
- Empathy: Shows compassion for others, makes people feel safe, respected, and fairly treated.

## **Core Competencies - Behavioural indicators – Level 2**

- 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.

## **Managerial Competencies - Behavioural indicators – Level 2**

- Leadership: Provides a clear sense of direction, leads by example and demonstrates the ability to carry out the Organization's vision. Assists others to realize and develop their leadership and professional potential.
- Empowering others: Creates an enabling environment where staff can contribute their best and develop their potential.
- Building Trust: Promotes shared values and creates an atmosphere of trust and honesty.
- Strategic thinking and vision: Works strategically to realize the Organization's goals and communicates a clear strategic direction.
- Humility: Leads with humility and shows openness to acknowledging own shortcomings.

### **Other**

- The appointment 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. Subject to certain exemptions, vaccination against COVID-19 will in principle be required for individuals hired on or after 15 November 2021. This will be verified as part of the medical clearance process.

### ***How to apply:***

Interested candidates are requested to fill **the Personal History Form** attached and send it together with their **CV** and **cover letter** to the following address:

[IOMTehranRecruitment@iom.int](mailto:IOMTehranRecruitment@iom.int) no later than **27<sup>th</sup> August 2024**. Please take note that the vacancy notice number (VN # IOM 0824-22) must be referred to in your application/email and/or cover letter in order for an application to be considered valid. Only shortlisted candidates will be contacted.

### ***Posting period:***

From 14.08.2024 to 27.08.2024

***No Fees:***

IOM does not charge a fee at any stage of its recruitment process (application, interview, processing, training or other fee). IOM does not request any information related to bank accounts.