



NORWEGIAN  
REFUGEE COUNCIL

## Job Description

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Position:	<b>Government Liaison Coordinator</b>
Reports to:	Country Director
Grade:	7
Supervision of:	Government Liaison staff
Duty station:	Tehran, Iran
Travel:	up to 25% (within the country)
Duration and type of contract:	12 months, 3-month probation with possibility of extension

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All NRC employees are expected to work in accordance with the organisation's core values: dedication, innovation, inclusivity and accountability. These attitudes and beliefs shall guide our actions and relationships.

### 1. Roles and Responsibilities

The Government Liaison Coordinator is a critical position within NRC Iran. The position will lead the relationship with the Government of the Islamic Republic of Iran, including Ministries, Immigration Office, and any other formal and informal government authorities, to manage NRC access in line with humanitarian principles, donor requirements and the operation approval and Memorandum of Understanding (MoU) with the Government.

The coordinator will keep NRC Country Management aware of national regulations and administrative issues that could affect NRC.

#### Generic responsibilities

1. Ensure adherence with NRC policies, tools, handbooks and guidelines
2. Act as the main interface for national authorities. Support in securing government approvals, for project implementation, trainings, travel, operation approval and MoU, visa and residency permits and any other authorization that might be required for implementation of NRC activities in Iran
3. Plan and facilitate meetings with relevant government officials to explain, advocate and negotiate for NRC access and implementation, and reduce barriers, supporting NRC programme, advocacy and area teams.
4. Supervise NRC's Government Liaison staff, organise their workload and tasks
5. Ensure the development and implementation of internal systems and procedures
6. Prepare status reports for Country Management Group (CMG) on humanitarian access
7. Monitor legal and policy developments relevant to NRC, internally share summaries and brief the CMG
8. Work closely with the NRC Advocacy and Communications and Programme teams to support effective communication of NRC objectives, messages and priorities with relevant authorities
9. Ensure capacity building of staff in skills related to Government Liaison purposes
10. Promote the rights of displacement affected populations in line with the advocacy strategy



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Specific responsibilities

1. Lead the strategic relationship with ministries and other relevant authority
2. Maintain an overview of government approvals and rejections, and develop a plan to improve NRC access
3. Ensure proper archiving and filing of all incoming and outgoing documents and communications
4. Liaise with the Humanitarian Access and Safety (HAS) team to monitor trends in humanitarian access in Iran and provide recommendations on how to address access barriers
5. Ensure timely submission of Government required reporting, in particular quarterly and annual reporting
6. Ensure that communications and translations across NRC are harmonized, factually and grammatically correct. If necessary, develop a network of translators that are approved by NRC in terms of quality
7. Support and accompany NRC management for meetings with Government authorities and facilitate translation
8. Maintain a Government Liaison calendar for senior management to be able to plan meetings as much as possible
9. Capture lessons learned with regards to collaboration with different levels of the Government and provide recommendations of improvements to CMG
10. Other duties as assigned by his/ her supervisor

Critical interfaces

By interfaces, NRC means processes and projects that are interlinked with other departments/units or persons. Relevant interfaces for this position are:

- Country Director on workload and priorities for the Government Liaison Unit
- Head of Programme and Area Managers on programme related aspects
- Head of Support on HR, logistics and administration matters
- Advocacy Manager on advocacy strategies and initiatives

Scale and scope of position

Staff:	Government Liaison staff
Stakeholders:	Ministry of Interior, Ministry of Foreign Affairs, Immigration Police, governmental bodies, UN agencies, INGOs, local NGOs, civil society
Budgets:	Na
Information:	
Legal or compliance:	Code of conduct, Terms of Employment, Donor Requirements

## **2. Competencies**

Competencies are important in order for the employee and the organisation to deliver desired results. They are relevant for all staff and are divided into the following three categories:

1. Professional competencies

These are skills, knowledge and experience that are important for effective performance.

**Generic professional competencies:**

- Minimum 3 years of work experience relevant for the position
- Documented results related to the position's responsibilities
- Minimum bachelor's degree



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- Strong interpersonal and communication skills, including capacity to negotiate with government and non-government stakeholders
- Previous experience in an NGO is an asset
- Excellent English and Farsi language skills, both written and verbal
- Ability to operate and work independently
- Detail oriented and strong organizational skills

**Context/ Specific skills, knowledge and experience**

- Experience of liaison and/or representation with senior Iranian authorities is an asset
- Knowledge of Government structures within the Islamic Republic of Iran
- Knowledge of Iranian legislation and policies related to INGO work in the country
- Understanding of and respect for humanitarian work, particularly relating to refugee and displacement issues.
- Ability to develop a network of interlocutors in Iran
- Flexibility to work outside standard working hours

2. Behavioural competencies

These are personal qualities that influence how successful people are in their job. NRC's Competency Framework states 12 behavioural competencies, the following are **essential** for this position:

- Planning and delivering results
- Communicating with impact and respect
- Empowering and building trust
- Analysing
- Strategic thinking
- Influencing

All employees of the Norwegian Refugee Council adhere to our Code of Conduct and the four organizational values: Dedicated, innovative, inclusive and accountable

**3. Performance Management**

The employee will be accountable for the responsibilities and the competencies, in accordance with the NRC Performance Management Manual. The following documents will be used for performance reviews:

- The Job Description
- The Work and Development Plan
- The Mid-term/End-of-trial Period Performance Review Template
- The End-term Performance Review Template
- The NRC Competency Framework