



IOM International Organization for Migration

SHORT VACANCY NOTICE

Open to Internal & External Candidates

Position : **Project Assistant (Accountability to the Affected Population)**
Organizational Unit : **Policy, Governance, Liaison and Support**
Duty Station : **Lagos**
IOM Classification : **G4**
Type of Appointment : **Special Short-Term (SST) 6 months with possibility of extension**
SVN No. : **SVN2024.38**
Estimated Start Date : **As soon as possible**
Closing Date : **28 April 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.

IOM is committed to a diverse and inclusive work environment. Read more about diversity and inclusion at IOM at www.iom.int/diversity. Applications are welcome from first- and second-tier candidates, particularly qualified female candidates. For all IOM vacancies, applications from qualified and eligible first-tier candidates are considered before those of qualified and eligible second-tier candidates in the selection process.

Context:

The International Organization for Migration (IOM) Nigeria is launching a call centre at its Lagos office to improve communication and support for migrants. This dedicated line will allow migrants to directly ask questions about their journeys, receive clear information on IOM services, and provide valuable feedback to enhance program effectiveness. The successful candidate will be under the overall supervision of the Head of Office/Senior Programme Coordinator Lagos and the direct supervision of the Program Support Officer (Migration Gov) Policy, Governance and Liaison Unit. The call centre will be opened from Monday to Friday this will be managed by an agent whose responsibilities are set out below:

Core Functions / Responsibilities:

1. Receive phone calls from migrants for their return and reintegration assistance.
2. Record, compile, monitor and process migrants' queries in collaboration with relevant M&E and programme teams.
3. Follow-up and deal with any complaints from migrants and provide timely feedback to migrants.
4. Call migrants regularly to follow up on their case and record any complaints related to the case management process.
5. Conduct telephone follow-up of reintegrated migrants, using the telephone lists provided by the Monitoring and Evaluation Officer to obtain their feedback on IOM's assistance,
6. Reach out to migrants to inform them about the reintegration programme.

7. Report on the daily activities of the week and establish an action plan for the coming week.
8. Identify possible synergies with existing mechanisms and remaining gaps for the collection and effective handling of complaints and feedback under the existing protection programmes.
9. Ensure the protection of the migrant's data, respect for professional secrecy and guarantee of confidentiality.
10. Perform any other related duties as requested by the supervisor.

Education:

- Bachelor's degree in social science, communication, management, marketing, or a related field, from an accredited academic institution; with two years of relevant professional experience.

Experience:

- Operational knowledge of the work of a call centre.
- Experience in managing a feedback/complaint collection system preferred.
- Good computer skills required, including MS Office suite and in particular good command of Excel tools.
- Experience in phone/field data collection required.
- Experience within or with UN agencies and/or NGOs, CSOs, would be an asset.

Languages:

- Fluency in English (both oral and written) is required.
- Working knowledge or fluency in Yoruba, Hausa and Igbo Languages are highly desirable and would be an asset.

Skills:

- Good organizational and management skills
- Good writing, synthesis, and proofreading skills
- Very good communication and leadership skills

Required Competencies:

Values

- Inclusion and respect for diversity: Respects and promotes individual and cultural differences. Encourages diversity and inclusion.
- Integrity and transparency: Maintain 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 1*

- 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 actions and delegated work.

- Communication: Encourages and contributes to clear and open communication. Explains complex matters in an informative, inspiring, and motivational way.

Other

Only candidates residing in the country of the duty station and within commuting distance of the duty station will be considered.

Appointment will be subject to certification that the candidate is medically fit for appointment, confirmation of all documents, and security clearances.

Women with the above qualifications are encouraged to apply.

How to apply:

Interested candidates are invited to submit their applications via email to **HRNIGERIA@iom.int** indicating position applied on subject line by **Sunday, 28 April 2024** and follow this link: <https://forms.office.com/e/9EkTX9W5CP>

In order for the applications to be considered valid, IOM only accepts applications with a cover letter not more than one page specifying the motivation for application, addressed to **Human Resources, International Organization for Migration (IOM)** and with a subject line **SVN2024.38 Project Assistant (Accountability to Affected Population) G4 Lagos**

All applications should include a functional email address, mobile numbers, and detailed curriculum vitae (CV).

Please note that this position is open only to Nigerian National applicants and only shortlisted candidates will be contacted.

Posting period:

From **15.04.2024 to 28.04.2024**