



IOM International Organization for Migration

## Special Vacancy Notice 2023-18 Open to Internal and External Candidates

Position Title	: <b>Programme Associate Data Management &amp; Community Feedback</b>
Duty Station	: <b>Chisinau, Moldova</b>
Classification	: <b>General Staff Category, Grade G-5, UN Salary Scale</b>
Type of Appointment	: <b>Short term, nine months with possibility of extension</b>
Estimated Start Date	: <b>ASAP</b>
Closing Date	: <b>August 15, 2023</b>

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. Well qualified candidates, particularly women, persons with disabilities, Roma and other ethnic or religious minorities, persons living with HIV are particularly encouraged to apply.

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.

### **Context:**

Following the launch of military operations across Ukrainian territory on 24 February 2022, substantive flows and displacements across Ukraine and toward neighbouring countries have been reported countries in the following days. As response to the Ukrainian crisis, IOM Chisinau has increased operational activities which requires additional administrative staff.

Under the general guidance of the Chief of Mission in IOM Chisinau; the overall supervision of the Emergency Coordinator and the direct supervision of the CBI Officer, the incumbent will be responsible for:

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

1. Daily update beneficiary system profiles and project hardware to reflect accurate operational data outputs.
2. Support data quality assurance of collected field level data and provide timely feedback to project management and field registration assistants.
3. Support in the training and day to day coaching of staff involved in data entry and data processing, in compliance with standards of quality and timely information sharing. Provide user support and the system training to the staff on any data collection tool.

4. Provide rapid solutions and feedback on technical system features to facilitate daily implementation of the project.
5. Assist in developing user manuals, training materials to be distributed to field teams on best practices.
6. Prepare beneficiaries information packages and documentation for administrative purposes, follow procedures for documents internal validation.
7. Assist in the complaint and response mechanism with other departments & units and follow up on the resolution of cases.
8. Ensure privacy of complaints received from beneficiaries by strictly limiting access to beneficiary data to relevant staff and maintaining beneficiary feedback in lockable cabinets.
9. When required by team, assist in any Shelter/CBI operational activities, beneficiary follow-up/feedback and data management tasks.
10. Undertake duty travel when requested.
11. Perform all such other duties as may be assigned.

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

#### **Education:**

- High school diploma with five years of relevant experience; or
- Bachelor's degree in Finance, Information Management, Computer Science, Geography, Statistics, or a related field from an accredited academic institution with three years of relevant experience.

#### **Experience:**

- Previous experience in data management is an advantage.
- Experience in communicating and working with a wide range of people, including people of culturally diverse backgrounds.
- Knowledge/ Experience in Cash based Intervention programmes is an advantage.
- Previous exposure to work with UN agencies, Governmental entities, Civil Society Organizations and other stakeholders.
- Experience managing common operational datasets.

#### **Skills:**

Proficient in Microsoft Office applications e.g. Word, Excel, PowerPoint and Outlook.

Attention to detail, ability to organize paperwork in a methodical way.

Discreet and client-oriented, patient and willingness to learn new things.

Technologically savvy mindset to explore unique solutions.

#### **Languages:**

Fluency in English, Russian, Romanian is required (oral and written). Working knowledge of Ukrainian an advantage.

### ***Required Competencies***

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

#### **Values**

- Inclusion and respect for diversity respects and promotes individual and cultural differences; encourages diversity and inclusion wherever possible.

- 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.

**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 action and delegated work.
- Communication: encourages and contributes to clear and open communication; explains complex matters in an informative, inspiring and motivational way.

**Other**

Any offer made to the candidate in relation to this vacancy notice is subject to funding confirmation.

Internals of the Organization and NMS candidates will be considered as first-tier candidates. This vacancy is also open to second-tier candidates.

Appointment will be subject to certification that the candidate is medically fit for appointment, accreditation, any residency or visa requirements, security clearances, and a valid COVID certification.

Only candidates residing in the country 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, and work permit, as applicable.

**How to apply:**

Interested applicants are invited to send the Personal History form

[https://civic.md/userfiles/attachments/14191/IOM\\_Personal\\_History\\_Form.xls](https://civic.md/userfiles/attachments/14191/IOM_Personal_History_Form.xls) and cover

letter in English to: [hrchisinau@iom.int](mailto:hrchisinau@iom.int)

Please, indicate the position you are applying for and reference code in the subject line of your message.

Closing date for applications is **15 August 2023**.

In order for an application to be considered valid, IOM only accepts the Personal History Forms duly completed.

**Only shortlisted candidates will be contacted.**

**Posting period:**

From 08.08.2023 to 15.08.2023