



International Organization for Migration (IOM)  
The UN Migration Agency

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Position Title : **Receptionist / Registration Assistant**

Duty Station : **Khartoum, Sudan**

Classification : **G4**

Type of Appointment : **Special, six months with possibility of extension**

Estimated Start Date : **As soon as possible**

Closing Date : **December 06, 2018**

Reference Code : **SVN 36 2018 (N)**

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.

### **Context:**

Sudan is at the centre of migration routes from the Horn of Africa and West Africa towards North Sudan is at the centre of migration routes from the Horn of Africa and West Africa towards North Africa and onwards to Europe and the Middle East. In line with IOM's mandate, IOM Sudan works to uphold the human dignity and well-being of migrants and to advance the understanding of migration issues in the region. Since 2015, IOM has operated a Migrant Resource and Response Centre (MRRC) in Khartoum, which acts as a hub for information and services to migrants. Services provided, both directly and through referral, include basic medical assistance, psycho social support, Assisted Voluntary Return (AVRR) of stranded migrants from Sudan to countries of origin, and MRRC mobile response team to assistance to migrants who for one reason or another are not able to approach the MRRC in person, including migrants in administrative detention. Good communication with beneficiaries and effective coordination with MRRC partners, including relevant government and non-governmental agencies and representatives of migrant communities, is essential to the functioning of the MRRC.

Under the overall guidance of the Outreach National Officer and the direct supervision of the Caseworker in close coordination with the rest of the Khartoum Migrant Response and Resource Centre (MRRC) team, the incumbent will be responsible for supporting the registration activities at the center, while also acting as MRRC receptionist within the service flow.



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

1. Support organized registration activities upon arrival of the migrants at the MRRC as per regional Standard Operating Procedures (SOPs) and MRRC standardized data collection system, and referral of beneficiaries for further assessment by the MRRC case worker;
2. Refer eligible beneficiaries, including victims of trafficking, medical cases and other vulnerable migrants, for relevant MRRC service (medical, psychosocial, AVRR), or to external service providers as per the needs identified by the case workers or doctor;
3. Follow-up on communication with beneficiaries as required, including to provide updates on progress on their services and set up appointments with MRRC staff (medical, psychosocial, AVRR);
4. Provide technical support to other colleagues at the MRRC responsible for data entry, both in the registration activities as well as day-to-day service provision, to ensure the quality and integrity of the migrants' information collected, quality control, and accuracy throughout the various registration phases;
5. Act as the focal person to present MRC data, compiling weekly, monthly and other regular updates, including designing charts, graphs and basic data analysis as may be required;
6. Ensure the proper verification, monitoring, filing, and updating of migrants' information and printing according to standard operating procedures;
7. Support strengthening the information flow, quantitative and qualitative, in order to increase the utility of the data and information collected;
8. Support the implementation of effective MRC outreach activities;
9. Assist in the preparation of periodic and final reports to the donor, including filing and preparation of supporting documentation;
10. Perform such other duties as may be assigned.

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

### **Education**

- University degree in Information Management, Computer Science, Media or Social Sciences with two years of relevant work experience.

### **Experience**



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- Experience with working directly with vulnerable migrants, including individuals in distress;
- Experience with compiling and reporting beneficiary data;
- Excellent computer skills (MS Office, Excel and databases and basic database knowledge required).

## Languages

Fluency in **English** and **Arabic** is required.

## ***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: 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.
- Resource Mobilization - Establishes realistic resource requirements to meet IOM needs

### Core Competencies – behavioural indicators

- 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.

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

Interested candidates are invited to submit their applications via email: [sudanhrdept@iom.int](mailto:sudanhrdept@iom.int), by December 06, 2018 at the latest, referring to this advertisement.

Only shortlisted candidates will be contacted.

## ***Posting period:***

[From 22.11.2018 to 06.12.2018](#)



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