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| Position Title | : Receptionist/ Registration Assistant |
| Duty Station | : Khartoum, Sudan |
| Classification | : G3 |
| Type of Appointment | : Special Short-term graded contract, six months with possibility of extension. |
| Estimated Start Date | : As soon as possible |
| Closing Date | : February 23, 2023 |
| Reference Code | : SVN 09 2023 |

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:

Under the overall supervision of the Programme Coordinator and the direct supervision of the Programme Officer, the incumbent will be responsible for the registration activities at the center, while also acting as MRRC receptionist within the service flow.

Core Functions / Responsibilities:

1. Ensure 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 design 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

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

Languages

English and Arabic is Required. Working knowledge of **Amharic**

Required Competencies

Values – all IOM staff members must abide by and demonstrate these 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.

Core Competencies – behavioral 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.

Other:

- Any offer made to the candidate in relation to this vacancy notice is subject to funding confirmation.
- IOM has zero tolerance with discrimination and does not discriminate to HIV/AIDS status.
- This position is open to **ONLY** Sudanese nationals.
- **Vacancy close at 23:59 local time Khartoum, Sudan on the respective closing date 23.09.2023. No late applications will be accepted.**

How to apply:

Interested candidates are invited to submit their Resume via email: sudancareer@iom.int , by February 23, 2023, at the latest, referring to this advertisement.

Only shortlisted candidates will be contacted.

Posting period:

From 09.02.2023 to 23.02.2023

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.