



Position Title : **Project Assistant (Hotline Operator) – 2 positions**
Duty Station : **Port Sudan**
Classification : **G4**
Type of Appointment : **One-year fixed term with possibility of extension**
Estimated Start Date : **As soon as possible**
Closing Date : **May 12, 2024**
Reference Code : **VN 26 2024**

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:

As the mass displacements in Sudan continue to increase due to the ongoing armed conflict between the Sudanese Armed Forces (SAF) and Rapid Support Forces (RSF), the largest displacement crisis in the world has unfolded in the country.

In this framework, IOM is striving to enhance its means and tools to effectively listen to affected communities and provide a space for them to voice their concerns within the programmes implemented by IOM. Establishment of a robust and functioning mission-wide complaint and feedback mechanism (CFM).

CFM could support the trust building process between IOM, its beneficiaries, and the local communities, by creating safe spaces in which all involved can report issues. The CFM is an important tool to identify barriers to assistance, assessing the relevance of assistance, and addressing the specific needs of the diverse groups IOM serves, in line with core protection principles and rights-based approach.

Under the overall guidance of the Programme Coordinator – External Relationships and Partnerships and direct supervision of the Monitoring, Evaluation and Learning Officer, the successful candidate(s) will provide support to the day-to-day work of and implementation of complaints and feedback mechanism (CFM) for promoting two-way communication with affected communities, as well as between IOM and its implementing partners (IPs), in line with IOM’s institutional accountability to affected population (AAP) framework.

Core Functions / Responsibilities:

1. Receive complaints and feedback through IOM dedicated channels in a confidential and timely manner.

2. Assist and support the beneficiaries by creating and enabling a respectful atmosphere/environment.
3. Remain professional, impartial, and unbiased during all interactions with IOM beneficiaries.
4. Follow-up with the complainant when they reach out for further support and record the follow-up actions in a timely manner.
5. Ensure all required information about the beneficiaries is accurately filled in the required intake form.
6. Translate and record the shared feedback/reported complaints on the database and ensure its confidentiality.
7. Manage and categorize the database of beneficiaries' feedback and complaints with full compliance with data protection and security standards.
8. Refer SEA complaints to the PSEA officer and non-SEA complaints to the relevant organizations, on a timely manner and in accordance to the referral pathways, for further action.
9. Support project coordinators in closing the CFM loop by ensuring strict codification of complaints and feedback, appropriate investigation, timely response and reporting to senior management and to the We Are All in IOM platform.
10. Prepare regular reports of the complaint's records.
11. Support development of monthly and quarterly reports of anonymous complaints records.
12. Retrieve, compile, summarize, analyse, and present information/data/trends on specific project topics.
13. Support in administrative tasks relating to conducting and tracking capacity building efforts of the PSEA network.
14. Perform other duties as may be assigned.

Required Qualifications and Experience

Education

- University degree in Social Science, Psychology, Development Studies, or a related field from an accredited academic institution with two (2) years of relevant professional experience; or
- Completed High school from an accredited academic institution, with four (4) years of relevant professional experience.

Experience

- Experience in working with beneficiaries, humanitarian organizations, and other stakeholders.
- Experience in various activities and topics for community-based protection interventions.
- Experience in using database and spreadsheets.
- Experience working in multi-sector, inter-agency processes.
- Experience in humanitarian and emergency assistance will be considered an advantage.

Skills

- In-depth knowledge of the broad range of migration and displacement related subject areas.
- Ability to use and manage data in a timely and orderly manner.
- Ability to remain unbiased and composed through verbal and written communication with beneficiaries and other IOM stakeholders.
- Ability and capacity to follow up with project managers and beneficiaries on the communication in view of closing the feedback loop.

Languages

Fluency in English and Arabic is required (oral and written).

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 of 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.

Managerial competencies - Behavioral indicators – Level 2

- **Leadership:** Provides a clear sense of direction, leads by example, and demonstrates the ability to carry out the Organization’s vision. Assists others to realize and develop their leadership and professional potential.
- **Empowering others:** Creates an enabling environment where staff can contribute their best and develop their potential.
- **Building Trust:** Promotes shared values and creates an atmosphere of trust and honesty.
- **Strategic thinking and vision:** Works strategically to realize the Organization’s goals and communicates a clear strategic direction.
- **Humility:** Leads with humility and shows openness to acknowledging own shortcomings.

Other

- Any offer made to the candidate in relation to this vacancy notice is **subject to funding confirmation.**
- Only candidates residing in either the duty station or from a location in a neighboring province that is within commuting distance of the duty station will be considered.
- Appointment will be subject to certification that the candidate is medically fit for appointment. Subject to certain exemptions, vaccination against COVID-19 will in principle be required for individuals hired on or after 15 November 2021. This will be verified as part of the medical clearance process.
- Accommodation is not provided.
- This position is open to **ONLY Sudanese nationals.**
- **Vacancy close at 23:59 local time Khartoum, Sudan on the respective closing date. No late applications will be accepted.**

How to apply

Interested candidates are invited to submit their applications via email referencing subject as “**VN 26 2024 Project Assistant (Hotline Operator) – G4 – Port Sudan.**”

Kindly send the following document to: sudancareer@iom.int

1. Cover Letter
2. CV
3. PHF (Personal History Form)

Any application that does not comply with the above-mentioned instructions will be automatically excluded from the process. Only shortlisted candidates will be contacted.



Posting Period

From 06.05.2024 to 12.05.2024.

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.