



Vacancy Notice

MU10.VN2023-01

Position Title: **CVAC (Canada Visa Application Centre) Team Leader**

Duty Station: **Port Louis, Mauritius**

Position grade **General Service Staff, Graded – G6**

Type of Appointment: **Special Short-Term Contract, 6 months with possibility of extension**

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

Closing Date: **02 April 2023 - Republication**

Established in 1951, International Organization for Migration (IOM) is 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 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 as well as applications from the non-represented member countries of IOM.

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. For the purpose of this vacancy, internal candidates are considered first-tier candidates. Second tier candidates include all external candidates.

Context:

Under the overall supervision of the CVAC Project Coordinator and direct supervision of the CVAC Regional Coordinator programmatically and directly to the Chief of Mission administratively, the incumbent will provide administrative support for the CVAC operated by IOM.

Core Functions / Responsibilities:

1. Provide effective daily supervision, oversight and management of CVAC activities and staff, ensuring dignified, efficient and cost-effective service delivery with integrity, in line with all contractual obligations of the Immigration Refugees and Citizenship Canada (IRCC) contract and with all IOM rules and regulations and CVAC operating procedures.
2. Keep up to date and maintain understanding of contract conditions to facilitate successful inspection results from audits conducted by IRCC representatives and by IOM or VFS Global staff. Support the CVAC Regional Coordinator and the CVAC Project Coordinator proposing actions to address deficiencies in a timely, efficient and cost-effective manner.
3. Support the CVAC Regional Coordinator in maintaining close liaison and coordination with the relevant IRCC Specified Office: collect and report feedback, issues, challenges, appreciations; conduct day to day communication with the staff and build productive and positive relations.
4. Distribute application forms, information sheets and checklists regarding visa requirements; assist with telephone, e-mail and chat inquiries from clients as appropriate (including requirements for submitting visa applications and the location of client's passport), providing timely and accurate information to clients; marketing and providing assistance to clients with Value Added Services. Informing clients of any changes to visa requirements or submission procedures.
5. Collect, return and forward completed applications as per IRCC checklists while ensuring that 99% of biometrics collection is associated with the correct applicant: provide guidance to clients on the proper completion of application forms, while reviewing and collecting applications along with any supporting / additional documents, as required; ensure all packages are affixed with the correct barcode, dispatch and follow up on applications and passports; arrange appointments for visa applicants within five business days of request, as required.
6. Collection of Fees: Where required, collect the applicable Canadian visa fee(s) and IOM service fee(s); issue accurate receipts; daily reconciliation of receipts and reporting same; Safe keeping of all applications, supporting documentation and fees collected and responsible for CVAC office keys; report any suspicion of financial malfeasance to the CoM.
7. Data Capture; Maintain a high degree of knowledge of CVAC software platform provided; enter all applicant data, enroll biometrics following Standard Operating Procedures (SOPs) provided by IRCC as required, submit application documents in the required order, while forwarding all applicant, passport and appointment information to IRCC; Ensure that all personal information is kept secure at all times, and destroyed within agreed timelines as per the IRCC contract;
8. Maintain accurate and detailed records of all applications and fees received, and biometrics enrolled and report these records daily; submit all weekly and monthly reports within the specified time period; understand fully the VIRE platform to ensure that VSS reporting is timely and accurate;

9. Evaluate workflow and review processing times in the CVAC; evaluate applicants' feedback and the flow of applicants on premises; report to the CVAC Regional Coordinator on necessary action for staffing changes; understand the working of the QMS system and ensure that 95% of all appointments are commenced within 20 minutes of their scheduled start time;
10. Ensure programme integrity by supervising compliance of CVAC Client Service Assistants with IOM Standards of Conduct and the IRCC Statement of Work; report on internal investigations where required.
11. Inform management immediately of any problems or issues related to her/his daily work, take necessary actions to rectify and regularly make suggestions on how to improve efficiency and client service.
12. Comply with the IOM Policy for a Respectful Working Environment", "IOM Confidentiality Agreement", "IOM Data Protection Manual", IOM Standards of Conduct", and the "IOM Policy on Reporting Irregular Practices, Wrongdoing and Misconduct".
13. Perform such other related duties as may be assigned.

Required Qualifications and Experience:

Education

High school diploma with six years of relevant experience; or,

- University degree in Political or Social Sciences, International Relations, Law, Migration Studies, Social Studies or a related field with four years of relevant professional experience.

Experience

- Experience in managing a team;
- Experience in migrant-related programmes OR visa related services;
- Experience in customer service; and
- Experience in liaising with governmental and diplomatic authorities and national and international institutions.

Languages

Fluency in English, French and Mauritian Creole is required.

Required Competencies:

Values

- Inclusion and respect for diversity: encourages the inclusion of all team members and stakeholders while demonstrating the ability to work constructively with people with different backgrounds and orientations.
- Integrity and transparency: maintains impartiality and takes prompt action in cases of unprofessional or unethical behaviour.
- Professionalism: demonstrates professional competence and mastery of subject matter and willingness to improve knowledge and skills.

Core Competencies – behavioural 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.

Managerial Competencies – behavioural 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 potential.
- Empowering others and building trust: creates an atmosphere of trust and an enabling environment where staff can contribute their best and develop their potential.
- Strategic thinking and vision: works strategically to realize the Organization's goals and communicates a clear strategic direction.

Other:

Appointment will be subject to certification that the candidate is medically fit for appointment and verification of residency, visa and authorizations by the concerned Government, where applicable. In all cases, a prerequisite for taking up the position is legal residency in the country of the duty station.

Appointment will be subject to the security clearance of the candidate. The candidate will be requested to produce a 'Certificate of Character' dated less than six months.

The appointment is subject to funding confirmation.

How to apply:

Interested candidates who meet the minimum requirements are invited to submit their applications containing a letter of motivation and a detailed up-to-date Personal History (P11) form and resume / CV by email to iommauritus@iom.int, by **14 February 2023** specifying the reference number (MU10.VN2023-01) on the subject line of the email.

Only complete applications (detailed Personal History (P11) form, CV, letter of motivation and) will be considered. The Personal History (P11) form can be downloaded here: <https://ropretoria.iom.int/vacancies>

Incomplete applications will be rejected. Only shortlisted candidates will be contacted.

Posting period:

From 15.03.2023 to 02.04.2023.