



Vacancy Notice

MU10.VN2023-04

Position Title: **CVAC (Canada Visa Application Centre) Sub-Regional Coordinator**

Duty Station: **Port Louis, Mauritius**

Position grade **General Service Staff, Graded – G7**

Type of Appointment: **One-Year Fixed Term**

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

Closing Date: **16 April 2023**

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:

Within the Department of Migration Management (DMM), Immigration and Border Management (IBM) Division, the Immigration and Visas (IV) Unit provides at the request of and in agreement with Member States, immigration and visa policy guidance and expertise as well as technical and operational solutions related to immigration, consular and visa-related matters. The work of the unit focusses on facilitating safe, regular and orderly migration and mobility, in support of the following: a) the IOM Constitution in relation to providing migration services including

processing; b) the IOM Member State Strategy in relation to providing secure, reliable, flexible and cost-effective services for persons who require international migration assistance; c) the IOM Migration Governance Framework by assisting States to provide safe and regular access to available migration channels, including implementing well administered visa and entry schemes with limited wait times and reasonable fees; d) the UN Sustainable Development Goals, Goal 10, Target 7 which seeks to facilitate orderly, safe and responsible migration and mobility of people, including through the implementation of planned and well-managed migration policies; and e) the Global Compact for Migration, primarily Objective 3 which references the need to facilitate accurate information and access to visas, with pathways that respond to the needs of migrants, and Objective 5 which calls for States to enhance availability and flexibility of pathways for regular migration. The Canada Visa Application Centre (CVAC) programme of the unit currently operates in 36 locations across the globe. Over 200 IOM staff work on this programme, assisting over 150,000 migrants annually with all forms of visa applications including temporary and permanent resident visas.

Under the overall supervision of the Regional Director for Southern Africa and the direct supervision of the CVAC Global Support Officer programmatically and the Chief of Mission administratively, the CVAC Sub-Regional Coordinator will focus on providing technical support to the VAC staff in the sub-region assigned. In particular, s/he will:

Core Functions / Responsibilities:

1. Lead, guide, and build capacity of the VAC teams in the sub-region in order to implement VAC operations efficiently and effectively, ensuring accurate use of the required application software by all staff in the sub-region;
2. Monitor and report on incidents occurring in the sub-region immediately to the CVAC Regional Manager and CVAC HQ team;
3. Oversee website updates and IT issues in the sub-region: guide VAC staff in these locations on exchanges and ensure proper follow-up with technical focal points;
4. Collect data, coordinate completion of required templates and monthly reports from VAC staff in the sub-region and send to the Regional Manager for final review within stipulated timeframes;
5. Be responsible for ensuring that all conditions in the Immigration, Refugees and Citizenship Canada (IRCC) RFP, VAC Service Standards (VSS), Statement of Work and Task Authorization are adhered to by all staff of each CVAC under his/her coordination;
6. Proactively reach out to CVACs in the sub-region to help solve problems faced and help facilitate a timely resolution;
7. Guide and train VAC Team Leaders as applicable, in each of the countries in the sub-region;
8. Provide staff in the sub-region with regular refresher trainings on different aspects of VAC operations based on individual and overall project needs in coordination with the Regional Manager;
9. Monitor the adequate staffing and attendance of all CVACs and staff in the sub-region and proactively communicate staffing needs and participate in recruitment processes as needed;
10. In case of exceptional circumstances in the VAC, provide assistance to VAC operations by taking biometrics, assisting applicants, accepting applications, return applicant passport, etc. as needed;
11. Undertake travel to VACs as requested to conduct audits, in-person refresher training and provide overall project support;

12. Comply with the IOM Policy for a Respectful Working Environment, IOM Confidentiality Agreement, IOM Data Protection Manual, IOM Standards of Conduct, IOM Policy and Procedures for Preventing and Responding to Sexual Exploitation and Abuse and the IOM Policy on Reporting Irregular Practices, Wrongdoing and Misconduct;
13. Perform such other duties as may be assigned by the Regional Manager or the CVAC HQ team.

Required Qualifications and Experience:

Education

- University degree or higher in Business Administration, International Relations, Political Science, Communications, Information Management, Computer Science or a related field from an accredited academic institution with five years of relevant professional experience;

Experience and skills

- Minimum five years of relevant professional experience in a similar setting & capacity, including supervisory experience;
- Demonstrated ability to maintain accuracy & confidentiality in performing responsibilities; 100% integrity;
- Excellent computer skills, especially in Word & Excel;
- Strong interpersonal & intercultural skills;
- Strong organizational skills and practical experience in knowing how to multi-task, prioritize and work independently.
- Experience in working effectively and harmoniously in a team of colleagues of varied cultural and professional backgrounds.
- Proven ability to produce quality work accurately and concisely according to set deadlines.

Languages

Fluency in English and French 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 iommauritius@iom.int, specifying the reference number (MU10.VN2023-04) 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 31.03.2023 to 16.04.2023