



International Organization for Migration (IOM)  
The UN Migration Agency

## **OPERATIONS COORDINATOR (OMS) ~ COLOMBO**

**Open to Internal & External Candidates**

Organizational Unit	: <b>OPERATIONS &amp; MIGRANT SERVICES</b>
IOM Classification	: <b>OPERATIONS ASSISTANT (OMS)</b>
Duty Station	: <b>COLOMBO</b>
Salary per Month	: <b>LKR 152,747.70 (G5)</b>
Type of Appointment	: <b>CONTRACT BASIS (Special Short Term Contract)</b>
Estimated Start Date	: <b>AS SOON AS POSSIBLE</b>
Closing Date	: <b>JUNE 26, 2022</b>

Established in 1951, IOM is a Related Organization of the United Nations, and as 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 government 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 Chief of Mission of IOM of Sri Lanka & Maldives and the direct supervision of the Head of Operations & Migrant Services Unit, the incumbent will perform the following activities.

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

1. Provide operational assistance to the Operations & Migrant Services (OMS) unit in conducting Resettlement services and immigration and visa services and conduct verification services as per the established standard operating procedures (SOPs).
2. Update and compile related SOPs, update procedures and guidelines for the verification services programs as and when local and global conditions change as well as per requirements from the client government.
3. Guide and train staff on verification procedures and guidelines related to the verification programs, work closely with the head of operations and migrant services in improving the processes and procedures. Conduct client satisfaction surveys and suggest methods of improvement of the Document Verification Solutions (DVS) program.
4. As and when required, liaise and coordinate with government officials including with the senior and other officials from the divisional secretariats, judiciary and other related verification partners and related entities, maintain cordial relationships with all partners for the smooth operational flows of the verification programs. Coordinate with internal IOM units and IOM field offices for smooth and timely executions of tasks required by the document verification solutions program.
5. Coordinate closely with the designated legal official for preparation and endorsement of legal documents related to the verification services programs; coordinate and follow up on the timely completion of financial commitments of the legal office.
6. Conduct data capture services for the verification program, provide operational and technical assistance to the team to facilitate better performance, improve system trouble shooting procedures with the assistance of the relevant units.
7. Compile periodic monitoring and evaluation reports (M&E) for all verification programs conducted by the unit, guide and train staff on M&E methods and procedures to promote better productivity and performance of the verification programs.
8. Ensure all related documents for verifications are compiled in a timely manner. Compile and share reports on a timely basis, responsible for respecting verification time frames and requests received from client governments.
9. Conduct follow ups as and when required post verification, highlight pending cases / cases with issues etc. conduct sensitive and critical verification site visits as and when required.

10. Conduct tracking of applications and documents as per established guidelines; inform team of the deadlines and special requirements and follow up on compliance. Maintain a zero or minimum pending application ratio related to the verification program.
11. Monitor financial aspects of the services provided by the unit including routine coordination with finance unit for service fee receipts, budgeting and related functions.
12. Act as the focal person for training and capacity building activities of the unit and monitor the annual training and development action plan in coordination with the Human Resources unit.
13. Assist the head of operations & migrant services to smoothly execute and maintain the quality management system of the document verification solutions program ensuring due adherence to the required standards, train relevant staff as and when required.
14. Participate in meetings and discussions related to verification programs conducted by the unit including with senior government officials and the judiciary etc.
15. Conduct and coordinate other resettlement and immigration & visa services operated by the unit as and when required.

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

#### **Education**

- Bachelor's degree in International Relations, Administration, Migration Studies or a related discipline from an accredited academic institution with three (3) years of professional experience in the related field; or
- Minimum Five (05) years of related work experience with High School Diploma.

#### **Experience**

- Experience in international relations, consular and immigration services is highly desired.
- Previous experience in handling/managing documents, working in a migrant support set up and liaising/working with international organizations in a multi-cultural setting will be advantageous.

#### **Skills**

- Familiarity in MS- office and other related office software – especially related to document scanning / e-filing is required.
- Ability to work with minimum supervision & meet crucial deadlines are strong requirements.

#### **Languages**

Fluency in **English** and **Sinhalese / Tamil** is required; Fluency in multiple languages is advantageous.

### ***Required 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.

#### **Core Competencies** – Behavioural indicators - */level 1*

- 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**

Appointment will be subject to certification that the candidate is medically fit for appointment and successful reference checks.

Women with the above qualifications are encouraged to apply.

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

Interested candidates are invited to submit their applications with the following documents:

- a. Detailed bio data
- b. Cover letter including two work related referees (non-related)
- c. Pre-screening form ([here](#))

Kindly make the submission via email to [HRSRILANKA@iom.int](mailto:HRSRILANKA@iom.int) indicating position applied on subject line by **Sunday 26<sup>th</sup> June 2022.**

Only shortlisted candidates will be contacted.

***Posting period:***

From 12.06.2022 to 26.06.2022