



Open to Internal and External Candidates

Position Title: **Senior Service Assistant, Administrative Service Centres**
Duty Station: **Port Moresby, Mt. Hagen & Lae, Papua New Guinea**
Classification: **General Service Staff**
Type of Appointment: **G6 (One Year Fixed Term), several positions**
Estimated Start Date: **As soon as possible**
Closing Date: **10 March 2024**

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.

IOM is committed to a diverse, equitable and inclusive work environment and strongly **encourages applications from persons of all genders, persons with disabilities, LGBTIQ+ individuals, and persons from minoritized racial or ethnic groups.**

With the aim of promoting an inclusive work environment, IOM has in place a series of policies for staff members, such as parental leave, flexible working arrangements, respectful workplace policy, reasonable accommodation for persons with disabilities, and other family-friendly policies.

IOM has a policy of zero tolerance of sexual exploitation and abuse, sexual harassment, fraud, abuse of authority and discrimination. All IOM personnel have to adhere to the IOM standards of conduct and abide by relevant policies put in place in order to maintain a respectful and inclusive work environment.

Read more about diversity and inclusion at IOM at www.iom.int/diversity

Context:

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 governments and migrants.

IOM has been operating in Papua New Guinea (PNG) since 2001, working on complex emergencies and providing humanitarian relief while building capacity of the Government for better migration management. Operating through its Country Office in Port Moresby and 12 field-offices across the country, IOM's programmes focus on disaster risk reduction, emergency preparedness and response, peacebuilding, labour mobility and human development, climate change, countering trafficking in persons, immigration and border governance, legal identity, protection, assisted voluntary return and reintegration, migration, and health.

Through the one-stop-shop hubs (hereinafter referred to as Administrative Service Centres (ASC)), IOM intends to provide administrative support on behalf of Papua New Guinea's immigration and citizenship authorities aimed at facilitating access to travel documents, visas, and stay permits for Papua New Guinea nationals, foreign nationals residing in Papua New Guinea and potential travellers and immigrants to Papua New Guinea. The initiative will ultimately enhance the e-governance capacity of Papua New Guinea, streamlining the processes, ensuring security of data, and fastening the processing time.

Core Functions / Responsibilities

Under the overall supervision of the Administrative Service Coordinator and direct supervision of the Team Leader administratively, the incumbent will be responsible to support the daily and continuous service delivery at ASC, including but not limited to, collecting documents and biometric data, filing cases and follow on application processing, as well as timely and accurate reporting on daily operations of the ASC.

1. Provide administrative services to applicants at all times, in full compliance with the contractual obligations and service standards.
2. Assist in providing information to the applicants: distribution of forms and checklists; provision of accurate and timely replies to applicants' enquiries through phone, email, chat and in person; assistance and guidance with value added services.
3. Assist in collecting passport, stay permit and visa applications and sorting the documents: verification of completeness and correctness of the application forms; completeness check of the supporting documents; sorting of the documents with relevant checklist; assistance to applicants if the documents are incomplete.
4. Input application data: maintain an expert user level of the system, ensure quality check of collected data and generated receipts; accuracy of the tracking of passports and documents; scanning and quality check of supporting documents.
5. Collect application (passport, stay permit and visa) and service fees; review correctness of payment and verify against the system; daily reconciliation of collected fees and receipts.
6. Assist in reporting services: daily reports generation and quality check of collected applications and fees; assistance to ASC Team Leader in quality check.
7. Delivery and collection of applications and supporting documents: secure transfer of the applications and supporting document to/from the ICSA specified offices; sorting and counting of applications and passports; secure return of passports to applicants and delivery to courier.
8. Inform management of any problems or issues related to daily work, security issues, systems and software issues, complaints and make recommendations for improvement.
9. Perform any other related duties that may be assigned by the Team Leader or ASC Coordinator.

Required Qualifications and Experience

Education

- University degree with four years of relevant professional experience; or
- High school degree with six years of relevant experience.

Experience

- Experience in migrant-related program OR visa/ administration related services.
- Experience in customer service; and,
- Experience in liaising with governmental and diplomatic authorities and national and international institutions.

Skills

- Ability to use own initiative and work under pressure with minimum supervision.
- Excellent computer skills - Word, Excel, and Internet
- Strong interpersonal and communication skills
- Attention to detail and ability to organize.
- Self-motivated and objective driven.

Languages

For this position, fluency in Tok Pisin and English is required (oral and written).

Working knowledge of the following local languages would be an advantage for:

Port Moresby:

Hiri Motu, Police Motu, Kairuku, RIGO, Aroma, Hula, Abau, Goilala, Koiari, Wanigela and Kerema.

Mt. Hagen:

Melpa, Henga, Kuman, Imbongu, Huli and Angal Heneng.

Lae:

Yabim and Kote.

Required Competencies**Competencies**

The incumbent is expected to demonstrate the following values and competencies:

VALUES - All IOM staff members must abide by and demonstrate these five values:

- Inclusion and respect for diversity: Respects and promotes individual and cultural differences. Encourages diversity and inclusion.
- Integrity and transparency: Maintain 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.
- Courage: Demonstrates willingness to take a stand on issues of importance.
- Empathy: Shows compassion for others, makes people feel safe, respected, and fairly treated.



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 actions 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.

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.

How to apply

Interested candidates are invited to submit their applications via email or hand deliver by **10 March 2024** at the latest, referencing **(VN/2024/006-Senior Service Assistant, Administrative Service Centres)** at the subject line.

Kindly send your applications with your cover letter and CV to: iompnghr@iom.int
Interested applicants are to address their applications to:

**Human Resources Team
International Organization for Migration (IOM)
PO Box 1876 Port Moresby
Level 3, Cuthbertson House, Cuthbertson Street
Downtown NCD, Papua New Guinea**

Only shortlisted candidates will be contacted.

Posting Period

From 16.02.2024 to 10.03.2024.

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.