



### **Open to Internal and External Candidates**

Position Title: **National Administrative Service Centres Officer  
(Team Leader)**

Duty Station: **Lae, Papua New Guinea**

Classification: **National Officer**

Type of Appointment: **NO-A (One Year Fixed Term)**

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](http://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 Chief of Mission and direct supervision of the Administrative Service Coordinator programmatically and administratively, the incumbent will supervise and lead the ASC staff to facilitate daily service delivery with adequate data collection and recording.

1. Provide effective daily supervision, oversight, and management of ASC activities and staff, ensuring dignified, efficient, and cost-effective service delivery with integrity, in line with all contractual obligations of the Immigration Citizenship Service Authority (ICSA) contract and with all IOM rules and regulations and ASC operating procedures.
2. Evaluate workflow and review processing times in the ASC; evaluate applicants' feedback and the flow of applicants on premises; report to the Administrative Service Coordinator on necessary action for staffing and process changes.
3. Provide regular capacity development to staff members, including but not limited to standards of conduct, communications and reporting lines, contractual obligations, passport/visa/stay permits eligibility criteria and requirements, customer service, standard operating procedures.
4. Maintain up to date recordings of applications received/processing/pending, incomplete documentation, calls and emails, fees received and transferred and report daily to the ASC Coordinator.
5. Keep up to date and maintain understanding of contract conditions to facilitate successful inspection results from audits conducted by the Papua New Guinea Immigration and Citizenship authorities. Propose actions to address deficiencies in a timely, efficient and cost-effective manner.
6. Ensure that the Service Assistants perform their duty with information provision, collection and forwarding of complete applications as per ICSA checklists while ensuring quality and integrity of biometric data collection, ensuring relevant standard operating procedures in place.
7. Maintain a high degree of knowledge of IOM and ASC software: ensure that data are entered correctly and in compliance with ICSA's requirements and following Standard Operating Procedures (SOPs) provided by ICSA as required; notify the ASC coordinator and inform the IMCT team/s in case of issues with the software ensuring follow-up of the issue until solution.
8. Ensure that fee collection, verification, and reconciliation is conducted on a daily basis at the end of the working day, that the staff collects and record fees in an accurate and transparent manner and generates daily reports.
9. Ensure that passport return happen in accordance with the Standard Operating Procedures, including return in person upon identity validation, recording of passport returned/kept at the ASC, and that reconciliation is conducted at the end of the day. Ensure

that applicants' property is safely stored when kept at the ASC and that any incident is immediately reported to the ASC coordinator.

10. Reporting: 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; understand fully the software to ensure that reporting is timely and accurate; ensure programme integrity by supervising compliance of ASC Service Assistants with IOM Standards of Conduct and the ICSA 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. Such other duties as may be assigned by the Chief of Mission, IBG HQ, and the ASC Coordinator.

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

#### **Education**

- University degree or equivalent in Political or Social Sciences, International Relations, Law, Migration Studies, Social Studies or a related field preferred; or an equivalent combination of education, training & experience with minimum two years of relevant professional experience in a similar setting & capacity preferred.

#### **Experience**

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

#### **Skills**

- Excellent computer skills, especially in MS Office
- Demonstrated ability to maintain accuracy & confidentiality in performing responsibilities; 100% integrity.
- 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**

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:

**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.

## 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 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.

**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/2024/008- National Administrative Service Centres Officer – Team Leader)** at the subject line.

Kindly send your applications with your cover letter and CV to: [iompnghr@iom.int](mailto: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.