

Job Description

Introduction

Established in 1951, IOM is a Related Organization of the United Nations and the leading UN agency in the field of migration. Working closely with governmental, intergovernmental and non-governmental partners, IOM promotes humane and orderly migration for the benefit of all. It saves lives and protects people on the move, drives solutions to displacement, and facilitates pathways for regular migration, while providing services and advice to governments and migrants.

IOM is committed to fostering a respectful, inclusive and supportive workplace where all employees can thrive professionally and feel valued. By creating such an environment, IOM aims to better harness the full potential of migration and strengthen its support to people on the move.

IOM invites candidates from diverse backgrounds to apply and provides reasonable accommodation throughout the recruitment process when required. Learn more about IOM's workplace culture at [IOM workplace culture | International Organization for Migration](#)

Applications are welcome from internal and external candidates. 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 and internal-equivalent candidates](#) are considered as first-tier candidates.

Organizational Context and Scope

Under the direct supervision of the Human Resources Business Partner, the HR Associate will provide support to the Human Resource functions in the Regional office (RO) in accordance with IOM's regulations & procedures.

Responsibilities

1. Assist in coordination of recruitment processes, including but not limited to, providing guidance to hiring managers on preparation of Terms of Reference, drafting and posting Vacancy Notice/Special Vacancy Notice, screening and shortlisting applications, drafting interview protocols, preparing and administering written tests, taking part in interview panels as assigned, drafting candidates' assessment forms, conducting reference checks, preparing job offers, administering recruitment mailbox, etc.
2. Carry-out and coordinate pre-employment activities such as preparation of Entry on Duty (EOD) documentation and collection of supporting documentation, coordination of EOD medical exams and follow-up with Medical Services on medical clearance, coordinate enrollment in insurance plans as appropriate, support the coordination and delivery of induction sessions, arrangement for security briefing, etc.
3. Perform assigned role(s) in the organizational HR system, paying special attention to data consistency and accuracy; input and maintain data based on approvals and supporting documentation; verify eligibility for allowances and other benefits, monitor and follow up on contractual situation and entitlements, and initiate prompt actions and generate reports, contract extensions, personnel actions and other related documentation.
4. Perform the role of Timekeeper; monitor, maintain, update and reconcile leave quotas based on supporting documentation; generate, edit and analyse leave-related reports; respond to questions concerning leave administration; guide staff on request and approval procedure in the system.
5. Carry-out a wide range of Human Resources actions, including but not limited to preparation of documentation for separation, classification, reclassification, promotion, disciplinary cases, etc. and coordinate with the Regional Office, Administrative Centers and Human Resource Management in Geneva as appropriate.
6. Prepare all reports on personnel matters and submit timely to concerned parties; draft and review routine correspondence, letters, certifications, etc.; open and update personal files, create and maintain a systematic way to archive Human Resources documents (electronic and hard copies). Update and maintain electronic and physical archiving systems in the unit including personnel files with all supporting documentation, recruitment files, Human Resources policies, regulations, guidelines and manuals, internal controls, etc.
7. Assist in monitoring compliance with the performance evaluation process and follow-up with staff and supervisors as needed; facilitate compliance by providing technical guidance on the use of the system.
8. Organize Human Resources events including staff development and training activities in coordination with the relevant units at HQ and maintain updated records.
9. Provide information to staff on their entitlements and responsibilities in line with IOM regulations, instructions and procedures. Respond to standard inquiries and refer to the most sensitive/complex ones.
10. Identify areas for improvement and highlight them to the supervisor; provide inputs for new procedures to complement or to adapt existing ones taking into consideration the specific needs of the office. Assist in analysing and resolving sensitive cases by collating background information, preparing summaries and sharing best practices.
11. Participate in inter-agency Human Resources related working groups as assigned.
12. Provide guidance and training to new/junior staff in the unit

Perform other related duties as assigned

Qualifications

Required Qualifications and Experience

Education

- High School diploma with five years of relevant experience; or,
- Bachelor's degree in Human Resources, Business Administration, Psychology or related field with three years of relevant professional experience

Accredited Universities are those listed in the [UNESCO World Higher Education Database](#).

Experience

- Proficient in Microsoft Office applications e.g. Word, Excel, PowerPoint, E-mail, Outlook; previous experience in SAP is a distinct advantage;
- Attention to detail, ability to organize paperwork in a methodical way;
- Discreet, details and clients-oriented, patient and willingness to learn new things; and,
- Prior work experience with international humanitarian organizations, non-government or government institutions/organization in a multi-cultural setting is an advantage.

Languages

All IOM staff members in all categories are required to be fluent in one of the IOM's official languages (English, French, Spanish).

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Proficiency of language(s) required will be specifically evaluated during the selection process, which may include written and/or oral assessments.

Required Competencies

IOM's competency framework can be found at this [link](#). Competencies will be assessed during the selection process.

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:** 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.
- **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 – 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 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, if with direct reports

- **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.