

ICMPD Job Profile

UCC Call Centre Coordinator¹

Functional Overview

Under the overall supervision of the ICMPD Project Manager, the Call Centre Coordinator provides technical and administrative support to the Ukrainian Consultation Centre (UCC) in Warsaw, Poland, ensuring its effective and efficient operation and the delivery of services to beneficiaries in accordance with ICMPD rules and procedures.

The Call Centre Coordinator supports the management of the Call Centre, ensuring effective communication, information and service delivery. The incumbent contributes to the organisation of events and activities organised by the Call Centre. The Call Centre Coordinator works collaboratively with the Ukrainian Consultation Centre counsellors, administrative support staff, project teams, relevant local counterparts and the relevant Units at Headquarters (HQ), ensuring the effective and timely delivery of activities and services.

Key Results

Call Centre Operations and Service Delivery: Effective coordination and oversight of the Call Centre operations ensured, with workplans implemented in line with project objectives, donor requirements, and ICMPD rules and procedures. Call Centre services delivered in a timely, accurate, and beneficiary-oriented manner, ensuring consistent provision of information and consultations to Ukrainian displaced persons in Poland, including pre-consular support and preparation of required documentation.

Team Coordination and Performance Oversight: Daily functioning of the Call Centre team coordinated and supervised, including counsellors' work allocation, scheduling, and documentation. Guidance and supervision provided to ensure quality, consistency, and compliance of service delivery. Team documentation compiled and maintained in accordance with ICMPD administrative and operational requirements.

Project Implementation Support: Support provided to the Project Manager in the effective implementation of Call Centre activities, ensuring alignment with approved workplans, project priorities, and donor expectations. Potential operational bottlenecks identified and followed up with relevant stakeholders. Inputs contributed to internal reporting, including activity summaries and performance updates.

Stakeholder Coordination and Referral Mechanisms: Information collected and consolidated from relevant stakeholders, service providers, and ongoing programmes related to Ukrainian displaced persons in Poland. Stakeholder mapping maintained and referral mechanisms established and updated to ensure accurate signposting and coordinated responses for Call Centre beneficiaries. Participation in meetings with governmental entities, partners, NGOs, and other relevant actors ensured, contributing to effective coordination and information exchange.

Information Management and Reporting: Systematic recording and documentation of inquiries ensured, with internal databases, tracking systems, and mailing lists updated and maintained accurately. Regular reports compiled, including operational statistics and summaries of beneficiary inquiries, supporting evidence-based project monitoring and reporting.

¹ This profile is classified at M3.

Outreach, Training, and Knowledge Management: Organisation and implementation of information campaigns and outreach activities supported, in close coordination with project partners and local actors. Active participation in project-related trainings and workshops ensured to maintain up-to-date knowledge on the rights and obligations of Ukrainian displaced persons under Temporary Protection. Knowledge inputs shared within the team to ensure consistent and accurate service provision.

Administrative Support: Administrative and financial records maintained in line with ICMPD procedures, including the upkeep of financial files and supporting documentation. Minutes and notes of internal meetings prepared as required, ensuring accurate follow-up and institutional record-keeping. Other tasks performed as required in support of project implementation and Call Centre operations.

Required expertise

- Solid organisational, planning and prioritising skills and abilities.
- Experience and knowledge of Polish and/or Ukrainian legislation, the overall situation of Ukrainian displaced persons in EU MS, understanding the socio-political atmosphere in the region.
- Upon consultation with the supervisor, the ability to make decisions in full compliance with ICMPD's operational regulations and rules.
- Analytical thinking to gather, analyse and compile information, identifying critical relationships and patterns among data and proposing workable solutions.
- Experience in the area of migration in Ukraine and Poland.
- High sense of initiative and good judgement to be able to work independently with minimum supervision.
- Ability to work effectively with people of different nationalities and cultural backgrounds.
- Capability to establish effective relationships across the organisation at all levels.

Qualifications, Experience and Language Skills

- Master's degree related to the area of work.
- Minimum of 6 years of position-specific experience.
- Working experience with international organisations is an asset.
- Experience working with Polish or Ukrainian administration or state agencies is an asset.
- Experience in working with local authorities and businesses.
- Experience managing teams and administrative procedures.
- Solid IT skills.
- Solid organisational skills.
- Strong sense of client orientation and good understanding of effective service delivery, community engagement, outreach and social work.
- Proficiency in verbal and written English and Ukrainian (required), Polish and other languages is an asset.