

ICMPD **Generic Job Profile**

UCC/UH Coordinator¹

Functional Overview

Under the overall supervision of the ICMPD Project Manager, the Ukrainian Consultation Centre (UCC)/Unity Hub (UH) Coordinator supports the technical and administrative functions of the UCC/UH in the respective duty station, ensuring its effective and efficient operation and the provision of services to beneficiaries in accordance with ICMPD rules and procedures.

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

Key Results

UCC/UH Operations and Service Delivery: Effective coordination and oversight of the Ukrainian Consultation Centre (UCC)/Unity Hub (UH) operations ensured, with activities implemented in line with approved workplans, project objectives, donor requirements, and ICMPD rules and procedures. High-quality, timely, and beneficiary-oriented consultations provided to Ukrainian displaced persons in the respective duty station, including pre-consular support and assistance with forms, documentation, and related procedures.

Team Coordination and Performance Oversight: Daily functioning of the UCC/UH team coordinated and supervised, including counsellors' task allocation, scheduling, and timesheet management. Guidance and supervision provided to ensure consistent quality of service delivery and compliance with operational standards. Team documentation compiled and maintained in accordance with ICMPD administrative requirements.

Project Implementation Support: Support provided to the Project Manager in ensuring timely, efficient, and effective implementation of UCC/UH activities, with outcomes aligned to project priorities and donor expectations. Operational progress monitored and potential implementation bottlenecks identified and followed up in coordination with relevant partners.

Stakeholder Coordination and Referral Mechanisms: Information collected and consolidated from relevant stakeholders, service providers, and ongoing programmes related to Ukrainian displaced persons in the respective duty station. Stakeholder mapping maintained and referral mechanisms established and updated to ensure coordinated responses and effective signposting for UCC/UH

¹ This profile is classified at M3.

beneficiaries. Participation in coordination meetings with governmental entities, partners, NGOs, and other relevant actors ensured.

Information Management, Reporting, and Outreach: Systematic documentation and reporting of beneficiary inquiries ensured, with internal databases, mailing lists, and tracking systems updated and maintained accurately. Regular reports compiled to support project monitoring and accountability. UCC/UH website and social media channels updated regularly to support outreach, information dissemination, and visibility of services.

Outreach, Training, and Knowledge Management: Organisation and implementation of information campaigns and outreach activities supported, in close cooperation with government entities, local organisations, NGOs, and community actors. Active participation in project trainings and workshops ensured to maintain up-to-date knowledge on the rights and obligations of Ukrainian displaced persons under Temporary Protection, with relevant knowledge shared within the team.

Administrative and Financial Support: Administrative and financial records maintained in accordance with ICMPD procedures, including upkeep of financial files and supporting documentation. Minutes and notes of internal meetings prepared as required to support coordination, follow-up, and institutional record-keeping. Other tasks performed as required in support of UCC operations and overall project implementation.

Required Expertise

- Solid organisational, planning and prioritising skills and abilities.
- Experience and knowledge of the respective duty station 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 skills 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 the respective duty station.
- 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 (or equivalent) in a relevant field. A first-level university degree (Bachelor's degree or equivalent) with two additional years of relevant work experience may be accepted in lieu of the Master's degree.
- Minimum of 6 years of position-specific experience.
- Working experience with international organisations is an asset.
- Experience working with the respective duty station(s) 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), knowledge of the language of the respective duty station and other languages is an asset.