

ICMPD **Generic Job Profile**

MRC Coordinator¹

Functional Overview

Working closely with the respective project manager, the Migrant Resource Centre (MRC) Coordinator based on solid knowledge and experience, supports the technical and administrative functions, coordination, and management of the MRC in a designated duty station, ensuring the effective and efficient coordination and operation of the MRC, in accordance with ICMPD rules and procedures. They ensure effective communication, information and service delivery and contributes to the organisation of events and activities organised by the MRC. They work collaboratively with the MRC Senior Counsellors, Counsellors, administrative support staff, project teams, relevant local counterparts, and Units at ICMPD Headquarters, ensuring the effective and timely delivery of MRC activities and services.

Key Results

MRC Coordination: The MRC workplan activities timely and effectively implemented with substantive assistance being provided to the respective project manager to facilitate effective information and service delivery on safe, regular, and orderly migration, including return and reintegration. The work of the MRC Senior Counsellors, Counsellors and MRC activities, progress and expenditures regularly monitored with feedback provided to the project implementation team. The respective project manager ably supported in the provision of all communication and correspondence concerning the MRC, including participation in MRC activities with government, national and internal organisations, academia, and other MRC stakeholders. The MRC database maintained and accurately updated, ensuring the timely and accurate entry of data for each MRC client, outreach activities and coordination meetings, completion of client forms, meeting minutes and session evaluations. Oversight and security of all data-related materials regularly monitored and overseen with any potential vulnerabilities to data storage and/or data devices being regularly monitored, ensuring data protection and compliance with GDPR.

Stakeholder Management: The project manager effectively supported with the establishment of good cooperation and partnership with national and local government, technical and vocational training institutes, academia, faith-based groups, community leaders, organizations operating in the areas of resettlement and humanitarian admission and anti-trafficking and smuggling networks, media, and other local partners and organisations to conduct outreach sessions and community education. Opportunities proactively identified for partnerships that contribute to the overall goals of the MRC.

MRC Operational Activities: Efficient customer service provided to the MRC clients via the MRC hotline or helpline numbers, email, live chat, and social media accounts. Relevant information and communication materials disseminated to a variety of clients visiting and attending MRC sessions, including initiating, and following up on referrals, and linking them with partners and service providers such as government agencies, technical and vocational institutes, CSOs and private sector. Respective processes and forms regarding pre-migration and pre-employment formalities for intending migrants and their families, and pre-departure (as well as post-arrival, if applicable) orientation briefings to outgoing and returning migrants efficiently implemented.

¹This profile is classified at M3.

Support to Information, Training and Further Development Activities: Effective contributions provided to the organisation and monitoring of pre-departure (as well as post-arrival, if applicable) orientation sessions and training, community events, orientation sessions, media outreach, and engage with the relevant authorities managing the sessions and events. Training targeting representatives of the government, media and civil society ably implemented through coordination, content development, delivery, and reporting. Inputs provided to the development of new flyers, fact sheets, country-specific migration profiles and other MRC information, education and communication materials with the MRC website, Facebook page and other social media accounts being regularly updated. Maintain financial files and records according to ICMPD procedures.

MRC Administrative Activities: In consultation with the project manager and project team members, the timely preparation and submission ensured of weekly, biweekly, monthly quarterly and annual progress reports, work plans and budget, meeting agendas and minutes, activity and mission reports, expenditure plans and advance budget requests. Assistance provided to the timely procurement of equipment, materials and services required for outreach activities, events, and missions.

Required Expertise

- Solid organizational, planning, coordination and prioritizing skills and abilities.
- 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.
- Understanding of migration dynamics in the country.
- High sense of initiative and good judgement to be able to work independently with minimum supervision.
- Strong sense of client orientation and good understanding of effective service delivery, community engagement, outreach, and social work.
- 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 in coordination, management, and office administration.
- Experience in working with local authorities and businesses.
- Experience in migration in the country.
- Solid organisational skills.
- Proficiency in verbal and written English and the language(s) of the duty station.
- Proficiency in the use of standard IT tools.

¹This profile is classified at M3.

¹This profile is classified at M3.