

Position Title : **Project Officer (Compliance System Solutions)**  
Duty Station : **Amman, Jordan**  
Classification : **Professional Staff, Grade P2**  
Type of Appointment : **Fixed term, one year with possibility of extension**  
Estimated Start Date : **As soon as possible**  
Closing Date : **25 May 2023**

*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 is committed to a diverse and inclusive work environment. Read more about diversity and inclusion at IOM at [www.iom.int/diversity](http://www.iom.int/diversity).

Applications are welcome from first- and second-tier candidates, particularly qualified female candidates as well as applications from the non-represented member countries of IOM. 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, the following are considered first-tier candidates:

1. Internal candidates
2. Candidates from the following non-represented member states:  
*Antigua and Barbuda; Aruba (Netherlands); Botswana; Cabo Verde; Comoros; Congo (the); Cook Islands; Curaçao; Fiji; Grenada; Guinea-Bissau; Holy See; Iceland; Kingdom of Eswatini; Kiribati; Lao People's Democratic Republic (the); Madagascar; Marshall Islands; Micronesia (Federated States of); Namibia; Nauru; Palau; Saint Kitts and Nevis; Saint Lucia; Seychelles; Solomon Islands; Suriname; The Bahamas; Timor-Leste; Tonga; Tuvalu; Vanuatu*

Second tier candidates include:

All external candidates, except candidates from non-represented member states.

### **Context:**

The United States Refugee Admissions Program (USRAP) operates world-wide with a target of providing resettlement opportunities to many thousands of individuals each year. IOM provides a range of services and support to the USRAP including, but not limited to, case processing, migration health assessments, cultural orientation training, organized transportation and administration of a travel loan and collections program. The Department of Operations and Emergencies (DOE), specifically the Resettlement and Movement Division (RMM), has the organizational responsibility to provide direction, oversight and guidance to IOM's global support to all resettlement programs.

Under the United States Refugee Admissions Program (USRAP), Resettlement Support Centers (RSCs) provide critical support and processing services for resettlement to the US. As part of an Memorandum of Understanding between IOM and the US State Department Bureau

for Population Refugees and Migration (PRM), IOM manages several RSCs which prepare applications for adjudication by and provide support to visiting US Citizenship and Immigration Services (USCIS) officers, facilitate security and medical screenings, provide information about arriving individuals to resettlement agencies in the US and offer Cultural Orientation (CO) training to individuals departing for the US.

Under the overall supervision of the Deputy Project Manager and direct supervision of the Project Coordinator the Project Officer (Compliance System Solutions) will be based in Amman, Jordan, and will have the following duties and responsibilities:

### ***Core Functions / Responsibilities:***

1. Serve as START subject matter experts and the first touchpoint for any RSC staff member's START-related questions, concerns, and proposed enhancements. Implement and enforce issue management procedures as outlined in program governance by refining RSC staff requests before submission to the Refugee Processing Center (RPC). Conduct analysis with other SSCs on requests to the RPC as needed.
2. Support and facilitate RPC START Teams in backlog prioritization efforts by providing analysis and feedback on system enhancements and provide additional analysis and support to START Production Support (SPS) tickets as requested by RPC SPS Team. Occasionally serve on the RPC SPS Team to offer subject matter expertise.
3. Participate in Production Support meetings or identify appropriate RSC colleague to serve based on issues being discussed. Present during START Production Support meetings, or other forums as applicable, the top questions/issues/pain points the SSC has heard/received from RSC colleagues so that RPC can maintain situational awareness.
4. Engage in best practices and information sharing by serving as the RSC lead for all RSC communication to the RPC; completing and assigning RPC Data Call Requests; participating in RPC and SSC collaboration and knowledge-sharing forums; maintaining awareness of PRM, RPC and RSC policies, plans, initiatives and developments that impact RSC staff; planning and coordinating various opportunities for RSC involvement in the practice, collaboration, interaction, and education of the new system with the RPC Minimally Lovable Product (MLP) build/development team; and leading coordination with other RSCs on a rotating basis assigned by RPC.
5. Serve as the reporting liaison between Case Management and Data Integrity to continue evaluating the necessity of existing RSC local reports; evaluate if the report criterium applies to other RSC locations, and support creation of in-system solutions to prevent the need for some reports. Collaborate with other SSCs on Reporting and Filtering standardization as needed.
6. Coordinate with RPC to create new user roles, update roles, and revoke user access as needed. Keep track and maintain an official record of all the users and their access roles within USRAP Case Management System is the meaning (START) and maintain an official record of telework approvals on the template shared by RPC.
7. Embrace a data protection mindset; motivate colleagues to utilize START functionality like workload views, assignment groups, and filters to track, monitor, and organize work in-system and not outside of the START system.
8. Provide training coordination support and act as the primary Point of Contact and coordinator for START Training (for RSCs which do not have specialized START Training staff member). Organize additional RSC-led trainings and simulations to reinforce training provided by START Team.
9. Participate in monitoring activities through filtering and other mediums on current case

processing workflow and data use practices and propose changes or suggest efficiencies where necessary; perform spot check and quality checks on START cases to ensure RSC staff are using functionality as intended; and provide spot check analysis and recommendations to the RSC leadership and to the RPC.

10. Support and actively participate in the RSC drafting updates to existing local standard operating procedures (SOPs) in coordination with local SOP leads (e.g., provide feedback from observations that require local or overall USRAP SOP update).

11. Support the delivery of START Training sessions and onboarding for new hires at the RSC where necessary, and regular refresher training for areas where SSC notices challenges or inconsistencies in caseworker performance.

12. In relation to testing and functionality, facilitate and coordinate User Acceptance Testing as needed and serve as the primary contact for the RPC MLP build / development team. Liaise with RPC to maintain awareness of and active relationships with relevant RSC contacts needed to review, verify, or validate the development of RPC-driven changes and new functionality. Support RPC MLP build/development team with Design and Deployment considerations by analyzing new requirements, design, and build for accuracy and relevancy, with recommended revisions on an as-needed basis.

13. As needed, contribute to other Compliance-related projects and activities in RSC MENA in relation to such areas as monitoring and evaluation, training, project support, project reporting, protection and/or fraud and malfeasance prevention.

14. Perform such other duties as may be assigned.

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

### **Education**

- Master's degree in Regional Studies, Social Sciences, Information Technology, Business Analysis or a related field from an accredited academic institution with two years of relevant professional experience; or
- University degree in the above fields with four years of relevant professional experience.

### **Experience**

- Demonstrated proficiency with START is essential;
- Experience in USRAP, particularly in RSC processing activities, is preferred;
- Knowledge of USRAP program implementation and familiarity with IOM's administrative, financial and business rules and practices is desirable;
- Strong written and verbal communication skills and ability to effectively communicate with and lead a team;
- Excellent computer skills and a high level of proficiency in spreadsheet and database applications.

### **Languages**

IOM's official languages are English, French, and Spanish.

For this position, fluency in English is required (oral and written).

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

### **Notes**

<sup>1</sup> Accredited Universities are the ones listed in the UNESCO World Higher Education Database (<https://whed.net/home.php>).

## **Required 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:** 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 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 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

- **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.

IOM's competency framework can be found at this link.

[https://www.iom.int/sites/default/files/about-iom/iom\\_revised\\_competency\\_framework\\_external.pdf](https://www.iom.int/sites/default/files/about-iom/iom_revised_competency_framework_external.pdf)

Competencies will be assessed during a competency-based interview.

## **Other:**

Internationally recruited professional staff are required to be mobile.

Any offer made to the candidate in relation to this vacancy notice is subject to funding

confirmation.

This selection process may be used to staff similar positions in various duty stations. Recommended candidates endorsed by the Appointments and Postings Board will remain eligible to be appointed in a similar position for a period of 24 months.

The list of NMS countries above includes all IOM Member States which are non-represented in the Professional Category of staff members. For this staff category, candidates who are nationals of the duty station's country cannot be considered eligible.

Appointment will be subject to certification that the candidate is medically fit for appointment, accreditation, any residency or visa requirements, and security clearances. 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.

Vacancies close at 23:59 local time Geneva, Switzerland on the respective closing date. No late applications will be accepted.

### ***How to apply:***

Interested candidates are invited to submit their applications via PRISM, IOM e-Recruitment system, by 25 May 2023 at the latest, referring to this advertisement.

IOM only accepts duly completed applications submitted through the IOM e-Recruitment system. The online tool also allows candidates to track the status of their application.

Only shortlisted candidates will be contacted.

For further information please refer to: [www.iom.int/recruitment](http://www.iom.int/recruitment)

### ***Posting period:***

From 12.05.2023 to 25.05.2023

### ***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.

Requisition: VN 2023 191 Project Officer (Compliance System Solutions) (P2) Amman, Jordan (58129743) Released

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