



Vacancy Notice No : VN 2023/03
Position title : CVAC Team Leader
Duty Station : Belgrade
Classification : General Service Staff
Type of Appointment : G6 (OYFT with possibility of extension)
Estimated Start Date : March 2023
Closing Date : 15 March 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.

General functions

IOM will be providing administrative visa-related services through the Canada Visa Application Centre (CVAC), aimed at making the visa application process timelier and more convenient. Under the overall supervision of the CVAC Project Coordinator and direct supervision of the CVAC Regional Coordinator programmatically and directly to the Chief of Mission administratively, the incumbent will monitor and provide administrative oversight and support for the CVAC operated by IOM. In particular the incumbent will be responsible for the following tasks:

- Provide effective daily supervision, oversight and management of CVAC activities and staff, ensuring dignified, efficient and cost-effective service delivery with integrity, in line with all contractual obligations of the Immigration Refugees and Citizenship Canada (IRCC) contract and with all IOM rules and regulations and CVAC operating procedures.
- Keep up to date and maintain understanding of contract conditions to facilitate successful inspection results from audits conducted by IRCC representatives and by IOM or VFS Global staff. Support the CVAC Regional Coordinator and the CVAC Project Coordinator proposing actions to address deficiencies in a timely, efficient and cost-effective manner.
- Support the CVAC Regional Coordinator in maintaining close liaison and coordination with the relevant IRCC Specified Office: collect and report feedback, issues, challenges, appreciations; conduct day to day communication with the staff and build productive and positive relations.
- Distribute application forms, information sheets and checklists regarding visa requirements; assist with telephone, e-mail and chat inquiries from clients as appropriate (including requirements for submitting visa applications and the location of client's passport), providing timely and accurate information to clients; marketing and providing assistance to clients with Value Added Services. Informing clients of any changes to visa requirements or submission procedures.
- Collect, return and forward completed applications as per IRCC checklists while ensuring that 99% of biometrics collection is associated with the correct applicant: provide guidance to clients on the proper completion of application forms, while reviewing and collecting applications along with any supporting / additional documents, as required; ensure all packages are affixed with the correct barcode, dispatch and follow up on applications and passports; arrange appointments for visa applicants within five business days of request, as

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required.

- Collection of Fees: Where required, collect the applicable Canadian visa fee(s) and IOM service fee(s); issue accurate receipts; daily reconciliation of receipts and reporting same; Safe keeping of all applications, supporting documentation and fees collected and responsible for CVAC office keys; report any suspicion of financial malfeasance to the CoM
- Data Capture; Maintain a high degree of knowledge of CVAC software platform provided; enter all applicant data, enroll biometrics following Standard Operating Procedures (SOPs) provided by IRCC as required, submit application documents in the required order, while forwarding all applicant, passport and appointment information to IRCC; Ensure that all personal information is kept secure at all times, and destroyed within agreed timelines as per the IRCC contract;
- Maintain accurate and detailed records of all applications and fees received, and biometrics enrolled and report these records daily; submit all weekly and monthly reports within the specified time period; understand fully the VIRE platform to ensure that VSS reporting is timely and accurate;
- Evaluate work flow and review processing times in the CVAC; evaluate applicants' feedback and the flow of applicants on premises; report to the CVAC Regional Coordinator on necessary action for staffing changes; understand the working of the QMS system and ensure that 95% of all appointments are commenced within 20 minutes of their scheduled start time;
- Ensure programme integrity by supervising compliance of CVAC Client Service Assistants with IOM Standards of Conduct and the IRCC Statement of Work; report on internal investigations where required.
- Inform management immediately of any problems or issues related to her/his daily work, take necessary actions to rectify and regularly make suggestions on how to improve efficiency and client service.
- Comply with the IOM Policy for a Respectful Working Environment", "IOM Confidentiality Agreement", "IOM Data Protection Manual", IOM Standards of Conduct", and the "IOM Policy on Reporting Irregular Practices, Wrongdoing and Misconduct".
- Perform other relevant functions and duties as required

Desirable Qualifications and Experience:

- High school diploma with six years of relevant experience; or,
- University degree in Political or Social Sciences, International Relations, Law, Migration Studies, Social Studies or a related field with four years of relevant professional experience
- Experience in managing a team;
- Experience in migrant-related programmes OR visa related services;
- Experience in customer service; and,
- Experience in liaising with governmental and diplomatic authorities and national and international institutions.

Languages Required

Fluency in English

Any other UN language is desirable

How to apply:

Interested candidates to submit their applications as soon as possible by sending the IOM Personal History form in English language available on IOM Serbia [website](#) and a motivation letter, not more than one page, via email to iombegvacancy@iom.int quoting this respective Vacancy notice number (VN 2023/03) in the subject.

Only shortlisted candidates will be contacted.

Position is subject to availability of funding

Posting period: From 28.02.2023 to 15.03.2023

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

The Contract contains 12 Service standards that are to be met to varying levels and timelines. Failure to do so may result in the imposition of financial penalties by IRCC. The employee will ensure adherence to these service standards. Failure to do so will be cause for performance improvement procedures to be implemented in line with IOM's HR policies. Consistent poor performance resulting in non-compliance with the service standards could, in some circumstances, result in removal from the VAC and lead to eventual dismissal.

The incumbent is expected to demonstrate the following values and competencies:

Values - all IOM staff members must abide by and demonstrate these three values:

- Inclusion and respect for diversity: respects and promotes individual and cultural differences; encourages diversity and inclusion wherever possible.
- 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.

Core Competencies – behavioral 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 action and delegated work.
- Communication: encourages and contributes to clear and open communication; explains complex matters in an informative, inspiring and motivational way.
- Strategic thinking and vision: works strategically to realize the Organization's goals and communicates a clear strategic direction.