Position Title: Transnational Communities and Digital Communications Officer
Duty Station: Geneva, Switzerland
Classification: Professional Staff, Grade P2
Type of Appointment: Special short-term graded, six months with possibility of extension
Estimated Start Date: As soon as possible
Closing Date: 30 July 2020

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.

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; Cabo Verde; Comoros; Cook Islands; Cuba; Djibouti; Fiji; Gabon; Grenada; Guinea-Bissau; Guyana; Holy See; Iceland; Kingdom of Eswatini; Kiribati; Lao People's Democratic Republic (the); Latvia; Marshall Islands; Micronesia (Federated States of); Montenegro; Namibia; Nauru; Palau; Papua New Guinea; Saint Kitts and Nevis; Saint Lucia; Saint Vincent and the Grenadines; Samoa; Sao Tome and Principe; 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:**

Migration and human mobility have been a unifying factor for communities over centuries, with interconnectivity, integration and transnationalism reaching unprecedented levels in all spheres of modern life – social, economic, environmental and political. Despite current challenges related to the unfolding COVID19 pandemic, human mobility will remain a prominent feature of our societies in the mid and long term. Within its five-year Strategic Vision, IOM stresses the importance of adapting its operations and policy work to the emerging megatrends of our life by comprehensively incorporating into its responses such new dimensions as digitalization, transnationalism, interconnectivity, global networking, value and supply chains.

The Labour Mobility and Human Development (LHD) Division in the Department of Migration
Management (DMM) has the institutional mandate in providing policy and technical guidance to IOM field offices, governments and other partners in the areas of labour and human mobility facilitation, supporting migrant training and integration, promoting migrant rights along the migration continuum and enhancing overall human development through migration. The Division leads IOM’s engagement strategies with diaspora and transnational communities and promotes formulation of policy and programmatic interventions that facilitate their contributions to sustainable development.

In the next years, the LHD Division and its global network of specialists wishes to further strengthen the coherence and efficiency of its work on labour mobility and human development by mainstreaming the dimensions of digitalization, virtual collaboration and social media into all its programming, with a particular focus on engaging, enabling and empowering transnational communities through the use of modern technologies and web-based communication and collaboration methods, such as IOM’s supported on-line iDIASPORA portal and smartphone based mobile platforms, such as MigApp.

IOM established iDIASPORA as an online forum to engage diaspora in the consultation phase of the Global Compact for Migration. It is now being developed to serve as a hub for resources, opportunities and networking for diaspora groups around the world, as a platform to voice diaspora opinions and identify effective solutions and practices from around the globe. It lets users engage with each other - organizations, experts and institutions – and helps find learning and funding opportunities to leverage their work.

In addition to internet, modern means of communication include social media and smartphone mobile platforms. In December 2017, IOM launched its first mobile app for migrants, MigApp. The app provides up-to-date and accurate migration-related information and services, including access to select IOM programmes, to migrants worldwide. The app has since been downloaded over 22 thousand times from more than 170 countries. A reinforced interest in mobile apps by IOM, coupled with a deeper understanding of how to provide information and services via mobile apps, have created new opportunities to contribute to more positive migration experiences and helping migrants to make more informed decisions throughout their migration journeys.

Under direct supervision of the Head, Labour Mobility and Human Development Division, and secondary thematic supervision of the Moderator of the Global Diaspora Engagement Community of Practice, the successful candidate will contribute to the work of the global LHD network in identification and formulation of innovative approaches towards working in the virtual communication and collaboration space; assist in the management and promotion of the iDIASPORA platform and further development of it into a global hub for diaspora resources as well as coherent and impactful solutions on the basis of internet, smartphone technology and social media platforms.

Core Functions / Responsibilities:

1. In close coordination with the Head of the LHD Division and other specialists within the LHD thematic network, assist with the formulation of IOM’s approach towards mainstreaming digital transformations into LHD programming and policy work, in terms of collating relevant knowledge, effective practices and identifying common solutions, approaches and partnerships with specialized UN agencies and other stakeholders, in particular from the private sector.

2. Consolidate the expertise of IOM in the thematic area of transnational community and diaspora engagement by collating relevant experiences, materials and practices from across the organization via the LHD Global Portal, the LHD RTs and the Global Diaspora Engagement Community of Practice, to help develop common approaches and methodologies, in coordination with other thematic specialists in HQs and regional and country offices, that help position IOM as a reference and leader in this field of work.
3. In close coordination with the LHD Division Head and the Moderator of the IOM Global Diaspora Engagement Community of Practice, coordinate the implementation of the Diaspora Engagement in the Era of Digitalization (DEED) project including contributing to the development and piloting of a standard diaspora mapping toolkit and an online survey functionality that will be made available on the iDiaspora website and the relevant training materials therefor.

4. Maintain and further develop the iDiaspora platform in terms of its functionalities and user base to achieve its sustainability including by:

a. Coordinating with and providing logistical and secretariat support to the iDiaspora Advisory Board, as well as participating in the identification and liaison with iDiaspora Champions to help promote the Platform among their networks;

b. Supporting the management of the Global Diaspora Engagement Community of Practice in order to liaise with and gather information on IOM’s diaspora engagement programmes globally and facilitating the creation of synergies between these and the Platform to help it become an effective tool for IOM’s transnational community and diaspora engagement programming;

c. Coordinating and actively contributing to the conceptualization and design of new features and functionalities in the iDiaspora platform, in close coordination with iDiaspora Steering Group, to incorporate inputs from IOM’s staff and the Media and Communications Division for the technical aspects, as well as regularly generating content for the Platform so that it becomes an effective tool for networking amongst diaspora stakeholders and development of the database of diaspora organizations for the online forum.

5. Support the formulation and conduction of outreach activities including contributing to overall communication to draw new users, mapping of diaspora associations and private sector actors, the identification of Strategic Partners for the Platform, and the organization of iDiaspora linked events.

6. In close coordination with the Head of the LHD Division and relevant thematic specialists, provide thematic support to the ICT colleagues in further developing functionalities and related content on MigApp and other IOM mobile platforms, in particular what concerns such areas as labour migration and transnational community and diaspora engagement.

7. In coordination with the Head of the LHD Division and the specialists from the Donor Relationship Division, participate in technical discussions with external partners from IT companies, social media and other relevant organizations with respect to identifying innovative collaborations to embrace the area of digitalization and virtual collaboration in LHD programming.

8. Perform such other duties as may be assigned.

**Required Qualifications and Experience:**

**Education**

- Master’s degree in Social or Political Sciences, Communications, Development, Economics 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**

- Experience in development cooperation with an international or non-governmental organization, preferably in the field of transnationalism and diaspora engagement specifically, and migration more generally, with IOM or the United Nations system;
- Experience in UN/IOM administrative and financial management, budget monitoring,
procurement, and internal control procedures;
• Experience in website content development and management, social media, mobile platforms, in the context of transnationalism and diaspora would be particularly desirable.

Skills

• In depth knowledge of the broad range of migration related subject areas dealt with by the Organization, and in particular diaspora engagement;
• Strong organizational, and communication skills;
• Excellent writing skills in terms of language and analysis;
• Ability to work independently against tight deadlines;
• Solid computer skills in particular related to online communications and website development and management.

Languages

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

For this position, fluency in English (oral and written) and a working knowledge of another UN language are required. Working knowledge of an additional third UN language is a distinct advantage.

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

Notes

1 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 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 – 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 action 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 potential.
• Empowering others & building trust: creates an atmosphere of trust and an enabling environment where staff can contribute their best and develop their potential.

• Strategic thinking and vision: works strategically to realize the Organization’s goals and communicates a clear strategic direction.

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

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 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.

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

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 30 July 2020 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

Posting period:

From 17.07.2020 to 30.07.2020

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.