



## **Call for Applications – open to national candidates**

**Ref No: CfA 85-11/22**

**For the position of Administrative Assistant in the Service for Foreigner's Affairs (SFA), Bihac  
Field Office**

**Contract type/duration: Hourly Service Contract**

### **1. BACKGROUND**

The International Organization for Migration (IOM) - the UN Migration Agency - is the leading inter-governmental organization in the field of migration and works closely with governmental, intergovernmental, and non-governmental partners. IOM, together with the international community, assists the population of BiH in rebuilding their lives and working for a better future. Today, with a focus on building the capacity of the BiH government to manage migration, IOM is working with a wide range of governmental and non-governmental partners in a wide range of migration related areas, including, amongst others, the protection of vulnerable migrants; border management; assisted voluntary return; diaspora; technical assistance on migration management; disaster risk reduction and recovery.

### **2. SCOPE OF THE ASSIGNMENT AND TASKS**

Under the direct supervision of the Service for Foreigners' Affairs (SFA) Official and the overall supervision of the IOM Migration Response Coordinator or Head of Sub-Office (as applicable), the successful candidate will be responsible for ensuring support in provision of administrative duties within the scope of the SFA's mandate. S/he will be responsible to ensure support to the SFA officials in everyday administrative operations in Bihac office.

1. Provide administrative and technical support in line with the SFA policies and practices.
2. Provide support in the SFA's processes of registration of foreigners in BiH.
3. Facilitate the day-to-day operation in offices run by SFA to address the needs of foreigners in vulnerable situations.
4. Collect and process relevant migration-related data to be available for various reporting purposes and strategic planning.
5. Coordinate with Mobile team members provision of different types of assistance for migrants and asylum seekers.
6. Provide information about Assisted Voluntary Return and Reintegration possibilities to migrants and asylum seekers.



7. Perform any other duties as may be assigned.

All duties and responsibilities will be carried out in strict adherence to IOM policies and guidelines, including those related to confidentiality and data protection.

### 3. TIMEFRAME OF THE CONTRACT

The expected timeframe of the contract is until 31. December 2022, renewable.

### 4. REQUIRED QUALIFICATIONS

Education:

- University Degree in Social or Natural sciences with minimum 2 (two) years of professional experience, or;
- Completed High School degree from an accredited academic institution, with 4 (four) years of relevant professional experience.

Experience:

- Experience in administrative and/or social work.
- Experience in working with foreigners, irregular migrants, trafficked persons, children, and/or other vulnerable population.
- Experience in counselling, networking, and ensuring access to services.
- Driving license and willingness and ability to drive in BiH.

Skills:

- Excellent planning and organizational skills.
- Good oral and written communication skills in both English and local languages.
- Strong computer literacy.

Language(s): *Fluent English and one of the three languages of Bosnia and Herzegovina (Bosnian/Croatian/Serbian)*

### Required Competencies

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

#### 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



- 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.

## 5. LOCATION

Service for Foreigner's Affairs (SFA) Field Office Bihac

## 6. HOW TO APPLY

Applications should be sent via email to: [bihvacancies@iom.int](mailto:bihvacancies@iom.int) with the email subject "**Ref No: CfA 85-11/22** - Administrative Assistant in the Service for Foreigner's Affairs (SFA), Bihac Field Office".

The application should be in English and include:

1. Motivation letter
2. CV

Application deadline: **22 November 2022**.

Posting period: **09 – 22 November 2022**.

### **ONLY SHORTLISTED CANDIDATES WILL BE CONTACTED**

*As part of the mandatory medical entry on duty clearance, candidates will be requested to provide evidence of full vaccination against COVID-19.*

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