



Call for Applications.

Position Title	: Intern
Position Number	: CFA 2024-001
Duty Station	: Accra, Ghana
Classification	: Intern
Type of Appointment	: Internship, three months with possibility of extension
Estimated Start Date	: As soon as possible
Closing Date	: 6th February, 2024

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.

Context:

Under the overall supervision of the Canada Visa Application Center (CVAC) Sub Regional Coordinator and the direct supervision of the CVAC Team Leader, the Incumbent will provide administrative support for the CVAC operated by IOM Ghana.

Core Functions / Responsibilities:

1. Work with the CVAC Team dealing with operational activities and procedures for answering general queries and booking appointments at the call center.
2. Support with operational aspects of the CVAC in conjunction with the Sub-regional Coordinator and under the supervision of the CVAC Team Leader.
3. Support with the preparation of situational and statistical CVAC reports on activities as assigned;
4. Undertake other tasks as may be assigned.

Training Components and Learning Elements:

1. Immigration Refugee Citizenship Canada (IRCC) Training
2. VFS Training

Required Qualifications and Experience:

Education

- University degree in Business Administration, Political or Social Sciences, International Relations.

Experience

- Experience in migrant-related programmes or visa related services;
- Experience in customer service;
- Experience in administrative issues

Languages

Required

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

Desirable

Working knowledge of another official UN language (Arabic, Chinese, French, Russian and Spanish) is an advantage.

Required Competencies:

The successful candidate 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: maintain 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.

IOM's competency framework can be found at this link:https://www.iom.int/sites/default/files/aboutiom/iom_revised_competency_framework_external.pdf

Competencies will be assessed during a competency-based interview.

Eligibility and Selection

In general, the Internship Programme aims at attracting talented students and graduates who:

- a. have a specific interest in, or whose studies have covered, areas relevant to IOM programmes and activities.
- b. are holding a scholarship for internship placements in international organizations and/or for whom internship is required to complete their studies; or
- c. are sponsored by governmental/non-governmental institutions and/or academia to work in specific areas relevant to both IOM and the sponsor.
- d. are either students approaching the end of their studies and preparing a thesis, or recently graduated, who have less than two years of relevant working experience.
- e. are between 20 and 36 years of age.

Depending on experience and location, IOM provides a monthly stipend to help offset costs.

Other:

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

Appointment will be subject to certification that the candidate is medically fit for appointment and verification of residency, visa and authorizations by the concerned Government, where applicable.

Only candidates residing in either the country of the duty station or from a location in a neighbouring country that is within commuting distance of the duty station will be considered. In all cases, a prerequisite for taking up the position is legal residency in the country of the duty station, or in the neighbouring country located within commuting distance, and work permit, as applicable.

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

How to apply:

Interested candidates are invited to submit their applications directly to accravacancies@iom.int by **6th February, 2024** at the latest, specifying the vacancy reference number **CFA 2024-001** and **candidate's full name** in the subject line.

Only shortlisted candidates will be contacted.

Posting period:

From 23.01.2024 to 06.02.2024

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.