



International Organization for Migration (IOM)  
The UN Migration Agency

## VN 2024 / 026

### Open to Internal and External Candidates

Position Title : **Project Assistant – Hotline and Registration**  
Duty Station : **Casablanca, Morocco**  
Classification : **G3**  
Type of Appointment : **Fixed Term, 12 months subject to funding confirmation**  
Estimated Start Date : **As soon as possible**

Closing Date : **January 1<sup>st</sup>, 2025**

*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 has been present in Morocco since 2001, and opened the mission in Rabat in 2007.*

IOM is committed to a diverse and inclusive environment. Internal and external candidates are eligible to apply to this vacancy. For the purpose of the vacancy, internal candidates are considered as first-tier candidates.

#### **Context:**

The International Organization for Migration (IOM) is an intergovernmental organization established in 1951, which holds a leading position in the field of migration. With 157 Member States and an additional 10 observer States, as well as offices in over 100 countries, it closely collaborates with governmental, intergovernmental, and non-governmental partners to manage migration in an orderly manner and under conditions that preserve human dignity. Its goals include promoting international cooperation on migration, facilitating practical solutions to migration issues, and providing humanitarian assistance to migrants in need, including refugees and internally displaced persons. IOM has been present in Morocco since 2001 and established a mission in Rabat in 2007. Implemented for four decades by the International Organization for Migration (IOM), the Assisted Voluntary Return and Reintegration (AVRR) Program provides humanitarian, administrative, logistical, and financial assistance to vulnerable and distressed migrants who choose to voluntarily return to their countries of origin. In Morocco, the AVRR Program has enabled

thousands of distressed migrants to return to their home countries since 2005, when they are unable to do so on their own.

Under the guidance of the Protection Officer, the overall supervision of the AVRR Programme Officer and the direct supervision of the Information Management Assistant, and in close collaboration with relevant Teams in the Protection Unit, the Hotline and Registration assistant will be responsible for the registration activities through the IOM Hotline, while also acting as intake within the service flow in Casablanca.

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

1. Provide general/clerical assistance in the implementation of project activities.
2. Retrieve, compile, summarize, and present information/data on specific project topics.
3. Assist in monitoring budget and updating budget related information.
4. Support administrative coordination for project implementation, involving liaison with diverse organizational units or external parties to initiate requests, obtain necessary clearances, process, and follow-up on administrative actions.
5. Draft status reports, correspondence, briefing notes, graphics, statistical tables, presentations, and other forms of documentation.
6. Support the organization of meetings, workshops and training sessions.
7. Respond to general information requests and inquiries; set up and maintain files/records.
8. Perform other related duties as assigned.

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

#### **Education**

- School diploma with three years of relevant experience; or,
- Bachelor's degree in Political or Social Sciences, International Relations, Development Studies, Migration Studies, Human Rights, Law or related fields from an accredited academic institution with one years of relevant professional experience.

#### **Experience**

- Experience in liaising with governmental authorities, national/international institutions, United Nations agencies and non-governmental organizations;

- Experience in working with migrants, refugees, internally displaced persons, victims of trafficking and other vulnerable groups; and,
- Prior work experience with international humanitarian organizations, non-government or government institutions/organization in a multi-cultural setting is an advantage.

### **Skills**

- In depth knowledge of the broad range of migration related subject areas dealt with by the Organization; and,
- Knowledge of UN and bilateral donor programming.
- Knowledge of financial rules and regulations.
- Proficiency in Microsoft Office tools (Word, Excel, Outlook) and Monitoring & Evaluation (M&E) tools
- Ability to work in a multicultural environment.
- Team spirit and the ability to work independently
- Strong communication skills are essential
- Knowledge of protection and determination of vulnerabilities
- Be prepared to work flexible hours

### **Languages**

- For this position, fluency in French and English is required (oral and written).
- Working knowledge of Arabic is highly desirable.

### ***Required Competencies***

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** – behavioural 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.

### ***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.

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

Interested candidates are invited to submit their applications (CV/Resume + Cover Letter + 2 referees "current and previous direct supervisors") to [aimrecrute@iom.int](mailto:aimrecrute@iom.int), by January 1<sup>st</sup>, 2025 at the latest, referring to this advertisement. The application email subject should be « **VN 2024/026 Project Assistant – Hotline and Registration Casablanca** ».

In order for an application to be considered valid, IOM only accepts online profiles duly completed. **Foreign applicants are kindly ask to provide a copy of their residence permit.**

Only shortlisted candidates will be contacted.

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

From 19.12.2025 to 01.01.2025