

**UNITED NATIONS HIGH COMMISSIONER FOR REFUGEES (UNHCR)
INTERNAL/EXTERNAL VACANCY ANNOUNCEMENT**

Vacancy Notice No.

Vacancy Notice No. IRQ/BGD/FTA/2021/001

Female candidates are strongly encouraged to apply

Title of Post	Senior Registration Assistant	Category/grade	General Service, G5
Post Number	10019998	Type of contract	Fixed-term appointment
Location	Baghdad/Iraq	Date of Issue	13 January 2021
Effective date of assignment	As soon as possible	Closing Date	26 January 2021

ORGANIZATIONAL SETTING, WORK RELATIONSHIPS and OPERATIONAL CONTEXT:

The Senior Registration Assistant is a member of the Registration team. The incumbent is responsible for supporting all activities related to registration, which may also include functions related to reception, filing and data management. S/he provides counselling to, and responds to queries from, asylum seekers and refugees regarding UNHCR's registration procedures and their rights and entitlements. S/he liaises closely with protection staff and partners to ensure timely identification and referral of persons of concern (Refugees, Internally Displaced Persons, Returned Internally Displaced Persons, Asylum Seekers and Stateless) for protection follow up. The Senior Registration Assistant may assist in compiling and analysing information related to registration activities in the Operation. The incumbent may provide interpretation and/or translation services in cases for which s/he has the required language competencies.

This position is one of two registration positions, and the candidate will be part of the Refugee Protection unit based out of Baghdad, reporting to the Protection Officer.

The position will require direct engagement with persons of concern (refugees and asylum seekers) daily. Strong interviewing and counselling skills with a client orientation, as well as sensitivity and confidentiality of information to be respected.

The candidate will primarily focus on activities in Baghdad, however, the Baghdad Office provides regular support to colleagues in other governorates, and directly covers governorates in the south, for which missions will have to be undertaken to specific locations.

Organization, coordination and communication skills are essential for the selection of the candidate.

All UNHCR staff members are accountable to perform their duties as reflected in their job description. They do so within their delegated authorities, in line with the regulatory framework of UNHCR which includes the UN Charter, UN Staff Regulations and Rules, UNHCR Policies and Administrative Instructions as well as relevant accountability frameworks. In addition, staff members are required to discharge their responsibilities in a manner consistent with the core, functional, cross-functional and managerial competencies and UNHCR's core values of professionalism, integrity and respect for diversity.

Duties:

- Assist in the implementation of registration strategies and methodologies for POC.
- Conduct registration interviews when required in accordance with registration standards and guidance.
- Provide counselling to, and responds to queries from, asylum seekers and refugees regarding UNHCR's registration procedures and their rights and entitlements.
- Maintain accurate and up-to date records and data related to all individual registration cases.
- Identify persons with specific needs and ensure timely referral to protection follow-up as required.
- Collaborate with protection staff and/or partners in the delivery of assistance and programming, including provision of identity and entitlement documentation.
- Draft correspondence and reports relating to registration activities in the Operation, when required
- Provide statistics and draft reports related to registration data, as requested.
- Act as interpreter and translator when needed.
- Refer cases to other units within the office and to implementing partners as necessary.
- Draft and submit reports and statistics related to registration.
- Perform other related duties as required.

Essential Minimum Qualifications and Experience:

- Minimum 2 years of relevant experience with High School Diploma; or 1-year relevant work experience with Bachelor or equivalent or higher.
- Good computer skills, particularly in data management.

Certificates and/or Licenses

- Social Science
- Statistics
- Mathematics
- Information Technology

(Certificates and Licenses marked with an asterisk are essential)*

Desirable Qualifications & Competencies:

- Training in basic principles of international protection. Experience in working with UNHCR proGres software.

Language Requirements

- For General Service jobs: Knowledge of English and Arabic.
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Functional Skills:

- *DM-Data Management
- *IT-Computer literacy
- MS-Data Collection and Analysis
- IT-IT Refugee Systems & Applications
- PG-Programme Management (project formulation, programme cycles and reporting standards)
- TR-Training/Coaching/Facilitation
- EX-Experience in international organization (United Nations or similar)
- PR-Experience in Registration

(Functional Skills marked with an asterisk are essential)*

Required Competencies:

Core Competencies

- Accountability
- Communication
- Organizational Awareness
- Teamwork & Collaboration
- Commitment to Continuous Learning
- Client & Result Orientation

Cross-Functional Competencies

- Analytical Thinking
- Technological Awareness
- Planning and Organizing

Eligibility:

Internal candidates (Group 1 and Group 2):

Interested staff members should consult the Administrative Instruction on Recruitment and Assignments of Locally Recruited Staff (RALS) (UNHCR/AI/2020/1/REV.1 dated 01 May 2020). If you have questions regarding your eligibility, you may also contact the HR Unit. Internal candidates are Group 1 and vetted group 2¹ candidates.

Group 1: comprises current GS staff members holding an indefinite or fixed-term appointment who, at the date of the deadline for application, are serving in the country of the vacancy at the grade of the position or one grade below or above.

Group 2: Group 2 comprises candidates from the categories listed below after completion of one cumulative or continuous year of service in the country of the vacancy. The Group 2 status will be confirmed by DHR or the HR/Admin in the relevant country, as applicable:

- Current locally recruited UNHCR staff members holding a temporary appointment
- Former locally recruited UNHCR staff members who held an indefinite or fixed-term appointment (within 2 years of separation for males and 5 years for females)
- National United Nations Volunteers currently working for UNHCR
- National UNOPS and individual contractors currently working for UNHCR
- Current GS staff members holding an indefinite or fixed-term appointment applying to a position in the same category two grades above the staff member's personal grade
- Current UNHCR staff members in the International Professional category holding an indefinite or fixed-term appointment
- Current UNHCR staff members in the NPO category holding an indefinite or fixed-term appointment.
- Current locally recruited female staff members from other UN system Organizations holding the equivalent of an indefinite or fixed-term appointment.

¹In order to be considered as group 2 candidates, the applicants must be vetted at the time of applications. To be considered for Group 2 status, candidates must apply for an open call through the following link: <https://www.unhcr.org/iraq-jobs/entry/11409/> and go through the vetting process.

Vetting process takes around 8 weeks.

External candidates:

- External candidates must meet the essential minimum requirements of the position and candidates not citizens of the country must comply with all eligibility requirements for employment in line with the prevailing legislative prerequisites in the country.²

Remuneration:

A competitive compensation and benefits package are offered. For information on UN salaries, allowances and benefits, please visit the portal of the International Civil Service Commission at: <http://icsc.un.org>

Submission of Applications:

If you wish to be considered for this vacancy, please submit your letter of motivation, updated factsheet (for internals), signed Personal History Form (for Group 2 and external candidates) through the online portal at <https://www.unhcr.org/iraq-jobs/>

The Personal History Form and its supplementary sheet can also be downloaded from the portal.

No late applications will be accepted. Only shortlisted candidates will be contacted. Shortlisted candidates will be required to sit for an eliminatory written test and oral interview. Please note that UNHCR does not charge a fee at any stage of its recruitment process (application, interview, meeting, travelling, processing, training or any other fees).

The UNHCR workforce consists of many diverse nationalities, cultures, languages and opinions. UNHCR seeks to sustain and strengthen this diversity to ensure equal opportunities as well as an inclusive working environment for its entire workforce. Applications are encouraged from all qualified candidates without distinction on grounds of race, colour, sex, national origin, age, religion, disability, sexual orientation and gender identity.

Refugees – who cares? We Do

² Completed and relevant university education can count as maximum 50% of the required years of work experience.