



International Organization for Migration (IOM)

The UN Migration Agency

Vacancy Notice 2024-11 Open to Internal and External Candidates

Position Title: **CVAC Team Leader (Canada Visa Application Centre)**
Duty Station: Tirana, Albania
Classification: General Service Staff, Grade 6
Type of Appointment: One Year Fixed Term graded, 1 (one) year with possibility of extension.
Estimated Start date: 01 May 2024
Closing Date: 07 April 2024

Established in 1951, 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 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.

IOM is committed to a diverse and inclusive environment. Internals of the Organization and NMS candidates, as well as external female candidates, will be considered as first-tier candidates. This vacancy is also open to second-tier candidates.

Context:

IOM will be providing administrative visa-related services through the Canada Visa Application Centre (CVAC), aimed at making the visa application process timelier and more convenient.

Under the overall supervision of the IOM Albania Head of Office and CVAC Global Project Manager and direct programmatic supervision of the CVAC Sub-Regional Coordinator, the incumbent will monitor and provide administrative oversight and support for the CVAC operated by IOM Albania.

Responsibilities and Accountabilities:

1. Provide effective daily supervision, oversight and management of CVAC activities and staff, ensuring dignified, efficient and cost-effective service delivery with integrity, in line with all contractual obligations of the Immigration Refugees and Citizenship Canada (IRCC) contract and with all IOM rules and regulations and CVAC operating procedures.

2. Keep up to date and maintain understanding of contract conditions to facilitate successful inspection results from audits conducted by IRCC representatives and by IOM or VFS Global staff. Support the CVAC Regional Coordinator and the CVAC Project Coordinator proposing actions to address deficiencies in a timely, efficient and cost-effective manner.
3. Support the CVAC Regional Coordinator in maintaining close liaison and coordination with the relevant IRCC Specified Office: collect and report feedback, issues, challenges, appreciations; conduct day to day communication with the staff and build productive and positive relations.
4. Distribute application forms, information sheets and checklists regarding visa requirements; assist with telephone, e-mail and chat inquiries from clients as appropriate (including requirements for submitting visa applications and the location of client's passport), providing timely and accurate information to clients; marketing and providing assistance to clients with Value Added Services. Informing clients of any changes to visa requirements or submission procedures.
5. Collect, return and forward completed applications as per IRCC checklists while ensuring that 99% of biometrics collection is associated with the correct applicant: provide guidance to clients on the proper completion of application forms, while reviewing and collecting applications along with any supporting / additional documents, as required; ensure all packages are affixed with the correct barcode, dispatch and follow up on applications and passports; arrange appointments for visa applicants within five business days of request, as required.
6. Collection of Fees: Where required, collect the applicable Canadian visa fee(s) and IOM service fee(s); issue accurate receipts; daily reconciliation of receipts and reporting same; Safe keeping of all applications, supporting documentation and fees collected and responsible for CVAC office keys; report any suspicion of financial malfeasance to the HoO.
7. Data Capture; Maintain a high degree of knowledge of CVAC software platform provided; enter all applicant data, enroll biometrics following Standard Operating Procedures (SOPs) provided by IRCC as required, submit application documents in the required order, while forwarding all applicant, passport and appointment information to IRCC; Ensure that all personal information is kept secure at all times, and destroyed within agreed timelines as per the IRCC contract;
8. Maintain accurate and detailed records of all applications and fees received, and biometrics enrolled and report these records daily; submit all weekly and monthly reports within the specified time period; understand fully the VIRE platform to ensure that VSS reporting is timely and accurate;
9. Evaluate work flow and review processing times in the CVAC; evaluate applicants' feedback and the flow of applicants on premises; report to the CVAC Regional Coordinator on necessary action for staffing changes; understand the working of the QMS system and ensure that 95% of all appointments are commenced within 20 minutes of their scheduled start time;
10. Ensure programme integrity by supervising compliance of CVAC Client Service Assistants with IOM Standards of Conduct and the IRCC Statement of Work; report on internal investigations where required.
11. Inform management immediately of any problems or issues related to her/his daily work, take necessary actions to rectify and regularly make suggestions on how to improve efficiency and client service.
12. Comply with the IOM Policy for a Respectful Working Environment", "IOM Confidentiality Agreement", "IOM Data Protection Manual", IOM Standards of

- Conduct”, and the “IOM Policy on Reporting Irregular Practices, Wrongdoing and Misconduct”.
13. Perform such other related duties as may be assigned.

Required Qualifications and Experience:

Education:

- High school diploma with six years of relevant experience; or,
- University degree in Political or Social Sciences, International Relations, Law, Migration Studies, Social Studies or a related field with four years of relevant professional experience.

Experience:

- Experience in managing a team;
- Experience in migrant-related programmes OR visa related services;
- Experience in customer service; and,
- Experience in liaising with governmental and diplomatic authorities and national and international institutions.

Skills:

- Demonstrated ability to maintain accuracy & confidentiality in performing responsibilities; 100% integrity;
- Excellent computer skills, especially in Word & Excel;
- Strong interpersonal & intercultural skills.
- Strong organizational skills and practical experience in knowing how to multi-task, prioritize and work independently.
- Experience in working effectively and harmoniously in a team of colleagues of varied cultural and professional backgrounds.
- Proven ability to produce quality work accurately and concisely according to set deadlines.

Languages:

For all applicants, fluency in Albanian and English is required (oral and written).

Required Competencies:

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

Values:

All IOM staff members must abide by and demonstrate these five values:

- Inclusion and respect for diversity: Respects and promotes individual and cultural differences. Encourages diversity and inclusion.
- 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.
- Courage: Demonstrates willingness to take a stand on issues of importance.
- Empathy: Shows compassion for others, makes people feel safe, respected and fairly treated.

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 leadership and professional potential.
- Empowering others: Creates an enabling environment where staff can contribute their best and develop their potential.
- Building Trust: Promotes shared values and creates an atmosphere of trust and honesty.
- Strategic thinking and vision: Works strategically to realize the Organization’s goals and communicates a clear strategic direction.
- Humility: Leads with humility and shows openness to acknowledging own shortcomings.

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.

The Contract contains 16 Service standards that are to be met to varying levels and timelines. Failure to do so may result in the imposition of financial penalties by IRCC. The employee will ensure adherence to these service standards. Failure to do so will be cause for performance improvement procedures to be implemented in line with IOM’s HR policies. Consistent poor performance resulting in non-compliance with the service standards could, in some circumstances, result in removal from the VAC and lead to eventual dismissal.

How to apply:

Interested candidates are invited to submit the following (all in English language) indicating the **Vacancy Notice Number (2024-11)** with a subject line “**CVAC Team Leader (Canada Visa Application Centre)**” to: HumanResourcesTirana@iom.int.

- CV or Personal History Form (PHF) [download here](#)
- Cover Letter with the details of competences (including previous similar experience, if any)
- [Reference and additional information form](#) signed in each page including three professional referees and their contacts (both email and telephone) potentially previous supervisors, as well as confirming that you agree on our check for references to the referees and the requested additional information.

Internal candidates with the required qualifications are invited to submit the internal application form in English at the above e-mail address.

To download Personal History Form please refer to: <https://albania.iom.int>

In order for an application to be considered valid, IOM only accepts applications duly completed.

Only shortlisted candidates will be contacted.

Posting period: 25 March to 07 April 2024