



International Organization for Migration (IOM)
The UN Migration Agency

POST DESCRIPTION

I. POSITION INFORMATION	
Position title	National Program Support Officer
Position grade	SST UG-99
Duty station	Country Office, IOM Costa Rica
Position number	XXXXXXXX
Job family	Operations
Organizational unit	10016100
Is this a Regional, HQ, MAC, PAC, Liaison Office, or Country Office based position?	Country Office
Position rated on	
Reports directly to	20057940
Number of Direct Reports	
II. ORGANIZATIONAL CONTEXT AND SCOPE	
<p>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.</p> <p>The Western Hemisphere Program funded by the United States Department of State, Bureau of Population, Refugees and Migration (PRM), seeks to strengthen the capacities of States in Central America, Mexico, and the Caribbean to manage migration in a humane and sustainable manner. The Program has four pillars: migration management, regional dialogue and partnerships, migration crisis management, and communication for development.</p> <p>Under the overall supervision of the Chief of Mission and the direct supervision of the National Program Coordinator of the Western Hemisphere Program on Migration in Costa Rica the National Support Officer will develop its activities in support of the Western Hemisphere Program (WHP) in Costa Rica and will be responsible for the following duties:</p>	
III. RESPONSIBILITIES AND ACCOUNTABILITIES	
<p>1. Support in the monitoring of effective implementation of the activities of the Western Hemisphere Program in Costa Rica, in coordination with the National Program Coordinator by tracking and following up on the technical, administrative and financial aspects.</p> <p>2. Supervise project support staff and monitor the work of consultants recruited to support and/or undertake specific activities.</p>	

3. Contribute in the monitoring of project progress, specifically aiming at documenting and evaluating results as well as increasing effectiveness and recommend appropriate action.
3. Support in the evaluation of projects' compliance with the objectives set in project documents and budgets, M&E frameworks and work plans, and facilitate compliance with donors' contractual requirements and expectations.
4. In close coordination with the National Program Coordinator, contribute to the design and development of new activities on migration governance in close coordination with the relevant government counterparts, public and private institutions, and project partners, in compliance with donor requirements.
5. In close coordination with the National Program Coordinator, participate briefings, conferences, UN meetings and liaise with governmental partners, project partners, on migration governance's matters in Costa Rica.
6. Brief the National Program Coordinator on a regular basis; inform on program matters and on national affairs that may have an impact on the work of IOM.
7. Organize and support capacity building and training activities in the field of migration governance for government officials and other stakeholders through workshops and seminars.
8. In close coordination with the National Coordinator contribute to the organization of regional program activities that take place at the national level, including, when necessary, the review of documents and participation in regional program meetings.
9. Support the National Program Coordinator in identify synergies between program thematic areas, aligning project activities and results.
10. Perform such other duties as may be assigned.

IV. REQUIRED QUALIFICATIONS AND EXPERIENCE

EDUCATION

University 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 year of relevant professional experience.

EXPERIENCE

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

<ul style="list-style-type: none"> • Knowledge of migration governance issues at the national and regional levels; • Experience working in the development and humanitarian fields; • Experience in national project development and implementation; 	
SKILLS	
Written communication Verbal communication Organization Time Management Attention to detail Problem-solving Independence Accuracy Travel Arrangements Legal Familiarity Managing Databases Microsoft Access Microsoft Excel Microsoft PowerPoint Microsoft Word	
V. LANGUAGES	
Required <i>(specify the required knowledge)</i>	Desirable
Fluency in English and Spanish (oral and written).	French
VI. COMPETENCIES¹	
<p>The incumbent is expected to demonstrate the following values and competencies:</p> <p>Values</p> <ul style="list-style-type: none"> • <u>Inclusion and respect for diversity</u>: respects and promotes individual and cultural differences; encourages diversity and inclusion wherever possible. • <u>Integrity and transparency</u>: maintains high ethical standards and acts in a manner consistent with organizational principles/rules and standards of conduct. • <u>Professionalism</u>: demonstrates ability to work in a composed, competent and committed manner and exercises careful judgment in meeting day-to-day challenges. <p>Core Competencies</p>	

¹ Competencies and respective levels should be drawn from the Competency Framework of the Organization.

- 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

- 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 potential.
- Empowering others & building trust: creates an atmosphere of trust and an enabling environment where staff can contribute their best and develop their potential.
- Strategic thinking and vision: works strategically to realize the Organization's goals and communicates a clear strategic direction.

SIGNATURES:

1ST LEVEL SUPERVISOR

DATE

2ND LEVEL SUPERVISOR

DATE