

# ICMPD Job Profile

## MRC Coordinator<sup>1</sup>

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### Main Purpose

Under the overall supervision of the Project Manager, the Migrant Resource Centre (MRC) Coordinator supports the technical and administrative functions of the MRC in a relevant duty station, ensuring the effective and efficient operation of the MRC, in accordance with ICMPD rules and procedures.

### Role

S/he supports the management of the MRC, ensuring effective communication, information and service delivery. S/he contributes to the organisation of events and activities organised by the MRC. S/he works collaboratively with the MRC counsellors, administrative support staff, project teams, relevant local counterparts and the relevant Units at Headquarters (HQ), ensuring the effective and timely delivery of MRC activities and services.

The MRC Coordinator is based in a relevant duty station.

### Functions/Key Results Expected

- Support the Project Manager in ensuring timely, efficient and effective implementation of the MRC workplan and activities, and ensure effective information and service delivery.
- Help monitor MRC Counsellors and MRC activities, expenditures and progress, and provide feedback to the project implementation team.
- Together with the Project Manager, serve as a focal point for all communication and correspondence concerning the MRC and participate in activities with government, national and international organisations, academia and other MRC stakeholders.
- Support the Project Manager in establishing good cooperation and partnership with national and local government, technical and vocational training institutes, academia, faith-based groups, community leaders, organizations operating in the areas of resettlement and humanitarian admission and anti-trafficking and smuggling networks, and other local partners and organisations to conduct outreach sessions and community education.
- Provide and ensure timely and efficient customer service provided to the MRC clients through the MRC hotline numbers, email, live chat and social media accounts.
- Provide relevant information to a variety of clients who visit and attend the MRC sessions, including initiating and following up on referrals, disseminating information and communication materials, and linking them with partners and service providers such as government agencies, technical and vocational institutes, CSOs and private sector.
- Act as an information focal point for requirements, processes and forms regarding pre-migration and pre-employment formalities for intending migrants and their families, and pre-departure (as well as post-arrival, if applicable) orientation briefings to outgoing migrants.
- Effectively contribute to the organisation and monitoring of pre-departure (as well as post-arrival, if applicable) orientation sessions and training, community events, orientation sessions, media outreach, and engage with the relevant authorities managing the sessions and events.

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- Effectively contribute to the trainings targeting representatives of the government, media and civil society through coordination, content development, delivery and reporting.
- Assist or provide inputs in the development of new flyers, fact sheets, country-specific migration profiles and other MRC information, education and communication materials depending on the needs and contexts of the countries and interests of the migrants and the community.
- Ensure availability of print materials and updated migration-related information on the MRC website, Facebook page and other social media accounts.
- Ensure the MRC waiting area and counselling space are appropriately stocked with IEC materials for potential migrants and their family members and maintain the library of resources.
- Help maintain the MRC database. Ensure timely and accurate entry of data for each MRC client, outreach activities and coordination meetings, completion of client forms, meeting minutes and session evaluations. Help ensure data protection and compliance with GDPR.
- Ensure the timely preparation and submission of monthly, quarterly and annual reports, work plans, meeting agendas and minutes, and budgets, among others, on agreed formats in consultation with the Project Manager and project team.
- Support the timely procurement of equipment, materials and services required for outreach activities, events and missions.
- Monitor the status of expenditures and allotments, record variations and update budget tables.
- Maintain financial files and records according to ICMPD procedures.
- Compile documentation in support of project audits.

### Expertise

- Solid organizational, planning and prioritizing skills and abilities.
- Upon consultation with the supervisor, the ability to make decisions in full compliance with ICMPD's operational regulations and rules.
- Analytical thinking to gather, analyse and compile information, identifying critical relationships and patterns among data and proposing workable solutions.
- Understanding of migration dynamics in the country.
- Experience in the area of migration in the country.
- High sense of initiative and good judgement to be able to work independently with minimum supervision.
- Ability to work effectively with people of different nationalities and cultural backgrounds.
- Capability to establish effective relationships across the organisation at all levels.

### Qualifications, Experience and Language Skills

- Bachelor's degree related to the area of work.
- Minimum of 3 years of position-specific experience.
- Working experience with international organisations is an asset.
- Experience in office administration and management.
- Experience in working with local authorities and businesses.
- Solid IT skills.
- Solid organisational skills.
- Strong sense of client orientation and good understanding of effective service delivery, community engagement, outreach and social work.
- Proficiency in verbal and written English and the language of the duty station.