



Position Title : **Migration Agent**
Duty Station : **Canberra, Australia**
Classification : **General Service Staff, Grade G6**
Type of Appointment : **Fixed term, one year with possibility of extension**
Estimated Start Date : **ASAP**
Closing Date : **11 November 2024**

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 is committed to a diverse and inclusive environment. Applications are welcome from internal and external candidates. For all IOM vacancies, applications from qualified and eligible first-tier candidates are considered before those of qualified and eligible second-tier candidates in the selection process. For the purpose of this vacancy, internal candidates are considered first-tier candidates.

Context:

Established in 1951, IOM is the leading inter-governmental organization in the field of migration and works closely with governmental, intergovernmental, and non-governmental partners. IOM activities that cut across these areas include the promotion of international migration law, policy debate and guidance, protection of migrants' rights, migration health and the gender dimension of migration.

Under the overall supervision of the Head of Programmes in Australia and direct supervision of the Project Manager, based in Canberra, the successful candidate will provide immigration advice and assistance to clients, provide programmatic support for implementing Migration Services to Australia within the project framework, and contribute to promoting and developing the services.

Core Functions / Responsibilities:

1. Provide professional immigration advice and visa application assistance to clients consistent with IOM values, instructions and policies and within the project framework demonstrating sensitivity to culture, gender and socio-economic positions including:
 - Providing general immigration advice;

- Assessing client options for temporary or permanent residency;
 - Advising clients on the legal requirements of visa applications;
 - Preparing and lodging visa applications;
 - Corresponding with clients and liaising with the Department of Home Affairs on behalf of the client;
 - Coordinating the linkage of clients to IOM related services or programmes.
2. Employ professional case management principles and practices ensuring appropriate record keeping and embedding IOM data protection policies into practices.
 3. Maintain the client database records to facilitate effective data analysis contributing to timely project monitoring and planning and make recommendations on project metrics.
 4. Assist with the development and implementation of information materials for the purposes of promoting understanding of migration related issues and project assistance available through content development.
 5. Assist with promotion and outreach activities for the purposes of promoting understanding of migration related issues and project assistance available through delivering online and in person information sessions.
 6. Develop and maintaining positive relationships with clients, business groups, professional bodies and community groups.
 7. Stay abreast of changes to government policy with respect to migration, visa application processes, quotas, classifications, eligibility requirements and communicate associated potential project issues to the Project team.
 8. 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, Law and/or International Relations or a related field from an accredited academic institution with four years of relevant professional experience;
- Migration Agent Registration Authority registration or alternatively an unrestricted legal practising certificate is a prerequisite of the position and is required to be maintained throughout tenure.

Accredited Universities are those listed in the [UNESCO World Higher Education Database](#).

Experience

- Experience in the provision of timely and professional migration solution to clients seeking to migrate/travel to Australia;
- Experience with temporary work visas, business and general skilled visa, family & 202 humanitarian visa categories;
- Experience in liaising with governmental and diplomatic authorities as well as with national and international institutions;
- Familiarity with financial and business administration;
- Sound and proven understanding of national and international legal instruments covering human rights, international protection, and other migration-related issues.

Skills

- Experience in the provision of timely and professional migration solution to clients seeking to migrate/travel to Australia;
- Experience with temporary work visas, business and general skilled visa, family & 202 humanitarian visa categories;
- Experience in liaising with governmental and diplomatic authorities as well as with national and international institutions;
- Familiarity with financial and business administration;
- Sound and proven understanding of national and international legal instruments covering human rights, international protection, and other migration-related issues.

Languages

- For this position, fluency in English is required (oral and written).

IOM's official languages are English, French and Spanish. Proficiency of language(s) required will be specifically evaluated during the selection process, which may include written and/or oral assessments.

Required Competencies

IOM's competency framework can be found at [this link](#). Competencies will be assessed during the selection process.

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.
- 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.
- 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 actions and delegated work.
- Communication: Encourages and contributes to clear and open communication. Explains complex matters in an informative, inspiring and motivational way.

Other

1. Any offer made to the candidate in relation to this vacancy notice is subject to funding confirmation.
2. This selection process may be used to staff similar positions in various duty stations. Recommended candidates will remain eligible to be appointed in a similar position for a period of 24 months.
3. This post is subject to local recruitment. Only those holding a valid residence and work permit for the country where this position is based will be eligible for consideration.
4. Appointment will be subject to certification that the candidate is medically fit for appointment, verification of residency, visa, and authorizations by the concerned Government, where applicable. Vaccination against COVID-19 will be required for IOM personnel who are hired or otherwise engaged by IOM. As part of the mandatory medical entry on duty clearance, candidates will be requested to provide evidence of full vaccination.
5. IOM does not charge a fee at any stage of its recruitment process (application, interview, processing, training or other fee). IOM does not request any information related to bank accounts.

How to apply:

Interested candidates are invited to submit their applications through the IOM online recruitment system (please find the link below) by **11 November 2024** at the latest.

https://fa-evlj-saasfaprod1.fa.ocs.oraclecloud.com/hcmUI/CandidateExperience/en/sites/CX_1001/job/12075

IOM only accepts duly completed applications submitted through the IOM online recruitment system. The online tool also allows candidates to track the status of their application.

If you have any questions, please feel free to contact HRCanberra@IOM.INT .

Only shortlisted candidates will be contacted.