



International Organization for Migration (IOM)  
The UN Migration Agency

## VACANCY NOTICE

### [Open to Internal and External Candidates](#)

Position Title : **National Protocol and Liaison Officer**  
VN No : **IOMKCO/VN/010/2024**  
Duty Station : **Nairobi, Kenya**  
Classification : **National Officer, NO-A**  
Type of Appointment : **One Year Fixed Term, with possibility of extension**  
Estimated Start Date : **As soon as possible**

Closing Date : **22 February, 2024**

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 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. Internal and External candidates are eligible to apply to this vacancy. For the purpose of the vacancy, Qualified female candidate are encouraged to apply.

### **Context:**

Under the overall supervision of the Regional Director and the direct supervision of the Human Resources Officer, the incumbent will be responsible for coordination, liaison and handling all protocol matters for all IOM offices based in Kenya. In particular the incumbent will:

### **Core Functions / Responsibilities:**

In particular, he/she will:

1. Perform protocol and logistics liaison function with United Nation Office in Nairobi (UNON0 particularly the Host Country Unit as well as the Government of the Republic of Kenya as required by ensuring timely processing of IOM Office and staff requests.
2. Coordinate with UNON and Government representatives to address, negotiate and solve sensitive and complex protocol matters related to IOM staff based in Nairobi.
3. Keep abreast of daily press and maintain regular contact with the UN Host Country Unit and Government updated procedures and guidelines related to all Host Country protocols and other issues of interest for the IOM office.
4. Ensure that information available to staff on immigration duty-free, and VAT exemptions is updated and conduct briefing to new staff members on the same including collection and distribution of related policies and guidelines.

5. Ensure facilitation of accreditations as may be required for IOM officials based in Nairobi.
6. Ensure applications for re-entry permit and their subsequent extension are processed on time as may be required.
7. Ensure applications for notification of “first arrivals” for international staff and obtain their ID cards and all other residency related documents for international staff assigned to IOM Kenya are timely processed.
8. Closely coordinate with procurement and logistics units upon request by common services, to facilitate imports/exports as maybe necessary.
9. Maintain an updated record of privileges and immunities offered by the Kenyan Government and advice the international staff, when appropriate. Track expiry dates of documents, visas and remind staff members to initiate timely action for processing renewals.
10. Create, maintain and update documentation of international staff residency, privileges, import/export status of personal car and other commodities and all other related documents for easy reference.
11. Maintain an up-to-date vehicle registration and issuance and or return of red number plates including database update.
12. Review and clear draft correspondence, note verbal’s cover letters and reports prior to approval by management.
13. Provide guidance on obtaining the e-visa to IOM staff travelling to Kenya.
14. In close coordination with Host Country and Ministry of Foreign Affairs, assist IOM staff in obtaining referred visa prior to travelling to Kenya on official business.
15. Provide guidance and advise on UN reforms related matters particularly One-UN approach common services upon establishment of common back office.
16. Perform other related duties as may be assigned by the supervisor.

### ***Required Qualifications and Experience***

#### **Education**

Completed Master’s Degree in Business Administration, Law and/or International Relations or other related fields with 2 years of relevant experience.

Or

University Degree in Business Administration, Law and/or International Relations with 4 years of relevant professional experience.

#### **Experience**

1. Knowledge of protocol in a governmental or international organization including experience of working with the United Nations System.
2. Experience in, and knowledge of accepted norms, rules and customs of international diplomatic protocol, including practices developed within the United Nations System or similar international organization.
3. Knowledge of administrative procedures and practices of international organizations and the United Nations System.
4. Experience in applying various administrative rules and regulations in work situations.
5. Demonstrated conceptual, analytical and evaluative experience in conducting independent research and analysis.
6. Ability to identify issues, formulate opinions, make conclusions and recommendations.
7. Experience in liaising with governmental and diplomatic authorities as well as with national and international institutions;

## **Languages**

Fluency in both written and spoken English and Swahili is required.

## ***Required Values***

### **Inclusion & respect for diversity**

- Celebrates diversity in all its forms.
- Shows Respect and sensitivity towards gender, culture, race and ethnicity, religion, sexual orientation, political conviction and other differences.
- Encourages the inclusion of all team members and stakeholders while demonstrating the ability to work constructively with people from different backgrounds and orientations.
- Promotes the benefits of diversity; values diverse points of view and demonstrates this in daily work and decision making.
- Proactively addresses any prejudice, biases and intolerance in the workplace.
- Actively contributes to creating and maintaining a safe, harmonious, and respectful working environment free from all forms of discrimination, harassment (including sexual harassment) and abuse of authority.

### **Integrity & transparency**

- Upholds and promotes the United Nations Charter, IOM's Standards of Conduct and Unified Staff Regulations and Rules.
- Delivers on commitments; manages the Organization's resources honestly, reliably and sustainably.
- Embraces and encourages transparency, balancing this with the need for discretion and confidentiality as appropriate.
- Maintains impartiality and takes prompt action in cases of unprofessional or unethical behavior.
- Does not abuse one's position and acts without consideration of personal gain. Is motivated by professional rather than personal concerns.
- Respects the principle of independence and neither seeks, nor accepts, instructions from Member States.

### **Professionalism**

- Demonstrates professional competence, mastery of subject matter and a willingness to improve knowledge and skills.
- Seeks to raise professional standards in oneself and others and others through daily work and activities.
- Is cognizant that taking certain courses of action may threaten the reputation of the Organization.
- Shows self-control and persistence when faced with difficult problems; remains calm in stressful situations.
- Is conscientious and efficient in meeting commitments, observing deadlines and achieving results.
- Has a commitment to professional development.

### **Courage**

- Does the right thing, even in particularly challenging and difficult situations.
- Shows resilience and respect in the face of adversity.
- Is decisive and versatile when faced with uncertainty and adapts quickly to change. Is prepared to take calculated risks to achieve the objectives of the Organization.
- Willing to speak up to protect others when misconduct or wrongdoing occurs.

- Is able to provide honest and constructive feedback to peers, direct reports or a supervisor.

### **Empathy**

- Is able to stand in another person's shoes and consider a situation from another perspective, even if one doesn't agree with it.
- Supports and relates to others; actively seeks to emotionally understand what other people may be feeling.
- Is fully present when working with others, actively listening and engaging.
- Encourages collaboration through a willingness to consider multiple perspectives and opinions.

### **Required Competencies**

#### **Teamwork**

- Establishes strong relationships with colleagues and partners relates well to people at all levels.
- Is fully aware of the team purpose, respects and understands individual and collective responsibilities.
- Willingly puts in extra effort without being asked and adopts a "hands-on" approach whenever necessary to achieve team objectives.
- Coordinates own work with that of the team to meet agreed priorities and deadlines.

#### **Delivering Results**

- Produces quality results and provides quality services to clients.
- Meets goals and timelines for delivery of products or services.
- Manages time and resources efficiently, monitoring progress and making adjustments as necessary.
- Shows understanding of own role and responsibilities in relation to expected results.

#### **Managing and Sharing Knowledge**

- Keeps abreast of new developments in own field of competence and creates opportunities for knowledge management initiatives.
- Shares knowledge and learning willingly, and proactively seeks to learn from the experiences of others.
- Puts new learning into practice and draws on diverse sources of ideas and inspiration.
- Contributes to the identification of improvements to work processes and assists in implementing them.

#### **Accountability**

- Accepts personal responsibility for quality and timelines of work.
- Takes ownership of all responsibilities within own role and honours commitments to others and to the organization.
- Operations in compliance with organizational regulations and rules.
- Accepts and gives constructive criticism; acknowledges and corrects mistakes and apply lessons learned for improvement.

#### **Communication**

- Presents information using language and sequence of ideas that is easy for recipients to understand.
- Adapts communication to the recipient's needs asks questions clarify and exhibits interest in having two-way communication.
- Encourages others to share their views, using active listening to demonstrate

- openness and to build understanding of different perspectives.
- Listens carefully and genuinely to the views and positions of others; acts on received information.

### ***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.

### ***How to apply:***

Interested candidates are invited to submit their application by sending a Motivation Letter and the updated CV to the email address [hrnairobi@iom.int](mailto:hrnairobi@iom.int) referring to this advertisement.

**Closing Date: 22 February, 2024**

Only shortlisted applicants will be contacted.

### **NOTE**

#### **NO FEE:**

**The International Organization for Migration (IOM) does not charge a fee at any stage of the recruitment process (application, interview meeting, process or training). IOM does not concern itself with information on applicants' bank details.**

#### ***Posting period:***

From 09 February 2024 to 22.02.2024