



IOM International Organization for Migration  
OIM Organisation Internationale pour les Migrations  
OIM Organización Internacional para las Migraciones

## TERMS OF REFERENCE

<b>I. POSITION INFORMATION</b>	
Position title	Programme Assistant
Position grade	G4
Duty station	Kosovo, Pristina
Seniority band:	IV
Job family:	Migration
Organizational unit:	Programmes
Position number	//
Position rated	
Subject to rotation	No
Reporting directly to	Programme Manager
Overall supervision by	Chief of Mission
Managerial responsibility	No
Directly reporting staff	0

<b>II. ORGANIZATIONAL CONTEXT AND SCOPE</b>
<p>Working under the direct supervision of the Programme Manager (PM) and under the overall guidance of the Chief of Mission, the incumbent will be responsible for assisting the PM in the implementation of programme, Building Lasting Inclusive Networks in Kosovo (LINKS Programme).</p> <p>The LINKS Programme aims to improve the socio-economic inclusion of minorities into Kosovo society by fostering cooperation and joint initiatives, reduced inter-ethnic tensions through supporting various socio-economic initiatives, building confidence between communities, and addressing points of friction.</p>
<b>III. RESPONSIBILITIES AND ACCOUNTABILITIES</b>
<p>Specific duties and responsibilities will include:</p> <ol style="list-style-type: none"><li>1. Assist in organizing mobile outreach and information campaigns for potential beneficiaries in target municipalities. Assist in providing advice on procedures of applications for funding of business and community development projects.</li><li>2. Liaise with government officials (both central and municipal), local community actors, private sector leaders, programme partners, and other stakeholders to regularly inform them on programme objectives/activities.</li><li>3. Assist in preparing all relevant documentation to enable timely delivery and proper implementation of grant schemes to improve reconciliation and social inclusion in the framework of the programme.</li><li>4. Undertake regular field assessment visits to beneficiaries for the monitoring of implementation of awarded grants according to approved plans and contractual obligations, and to provide guidance to beneficiaries, suggest corrective actions, and if needed, provide support in the drafting of narrative and financial reports to be in line with IOM rules and regulations.</li></ol>

### **IOM Mission in Kosovo**

Gjergj Balsha E-6, B-7, Arbëri III, 10000 Pristina, Kosovo  
phone: +381 38 249 040; 249 041; 249 042; fax.+381 38 249 039  
web: [www.kosovo.iom.int](http://www.kosovo.iom.int); e-mail: [iompristina@iom.int](mailto:iompristina@iom.int)



IOM International Organization for Migration  
OIM Organisation Internationale pour les Migrations  
OIM Organización Internacional para las Migraciones

5. Assist in the collection of data from beneficiaries to monitor and evaluate the implementation and effectiveness of awarded grants and other assistance provided through the programme, compile data and draft stocktaking reports including fact and figures, lessons learnt and recommendations.
6. Support regular reporting of implemented activities to donor agency and stakeholders; assist PM in drafting of narrative reports for programme donor and partners.
7. Provide administrative assistance with all relevant documents for the programme such as materials for donor visibility, official communications, press releases, fact sheets, beneficiary stories, etc.
8. Support logistical arrangements for meetings and public events organized in the framework of the programme, including stakeholder meetings, field monitoring visits, conferences, beneficiaries fair, and other public events.
9. Update and maintain relevant databases and filing system (both hard and soft copies) and extract draft charts and statistics as requested by the PM.
10. Provide support to PM in facilitating communication with and coordinated delivery of activities alongside programme partners in the target municipalities.
11. Perform administrative tasks related to the project, as required.
12. Any other task assigned by the PM or CoM.

#### **IV. COMPETENCIES**

The incumbent is expected to demonstrate the following technical and behavioural competencies:

##### **Behavioural**

##### **Accountability**

- Accepts and gives constructive criticism
- Follows all relevant procedures, processes, and policies
- Meets deadline, cost, and quality requirements for outputs
- Monitors own work to correct errors
- Takes responsibility for meeting commitments and for any shortcomings

##### **Client Orientation**

- Identifies the immediate and peripheral clients of own work
- Establishes and maintains effective working relationships with clients
- Identifies and monitors changes in the needs of clients, including donors, governments, and project beneficiaries

##### **Continuous Learning**

- Contributes to colleagues' learning
- Demonstrates interest in improving relevant skills
- Demonstrates interest in acquiring skills relevant to other functional areas
- Keeps abreast of developments in own professional area

##### **Communication**

#### **IOM Mission in Kosovo**

Gjergj Balsha E-6, B-7, Arbëri III, 10000 Pristina, Kosovo  
phone: +381 38 249 040; 249 041; 249 042; fax.+381 38 249 039  
web: [www.kosovo.iom.int](http://www.kosovo.iom.int); e-mail: [iompristina@iom.int](mailto:iompristina@iom.int)



IOM International Organization for Migration  
OIM Organisation Internationale pour les Migrations  
OIM Organización Internacional para las Migraciones

- Actively shares relevant information
- Clearly communicates, and listens to feedback on, changing priorities and procedures
- Writes clearly and effectively, adapting wording and style to the intended audience
- Listens effectively and communicates clearly, adapting delivery to the audience

#### **Creativity and Initiative**

- Proactively develops new ways to resolve problems

#### **Leadership and Negotiation**

- Convinces others to share resources
- Presents goals as shared interests

#### **Performance Management**

- Provides constructive feedback to colleagues
- Provides fair, accurate, timely, and constructive staff evaluations
- Uses staff evaluations appropriately in recruitment and other relevant HR procedures

#### **Planning and Organizing**

- Sets clear and achievable goals consistent with agreed priorities for self and others
- Identifies priority activities and assignments for self and others
- Identifies risks and makes contingency plans

#### **Professionalism**

- Masters subject matter related to responsibilities
- Identifies issues, opportunities, and risks central to responsibilities
- Incorporates gender-related needs, perspectives, and concerns, and promotes equal gender participation
- Persistent, calm, and polite in the face of challenges and stress
- Treats all colleagues with respect and dignity
- Works effectively with people from different cultures by adapting to relevant cultural contexts
- Knowledgeable about and promotes IOM core mandate and migration solutions

#### **Teamwork**

- Actively contributes to an effective, collegial, and agreeable team environment
- Contributes to, and follows team objectives
- Gives credit where credit is due
- Seeks input and feedback from others
- Delegates tasks and responsibilities as appropriate
- Actively supports and implements final group decisions
- Takes joint responsibility for team's work

#### **Technological Awareness**

- Learns about developments in available technology
- Proactively identifies and advocates for cost-efficient technology solutions
- Understands applicability and limitation of technology and seeks to apply it to appropriate work

#### **Operations**

#### **IOM Mission in Kosovo**

Gjergj Balsha E-6, B-7, Arbëri III, 10000 Pristina, Kosovo  
phone: +381 38 249 040; 249 041; 249 042; fax.+381 38 249 039  
web: [www.kosovo.iom.int](http://www.kosovo.iom.int); e-mail: [iompristina@iom.int](mailto:iompristina@iom.int)



IOM International Organization for Migration  
OIM Organisation Internationale pour les Migrations  
OIM Organización Internacional para las Migraciones

- Delivers on set objectives in hardship situations
- Effectively coordinates actions with other implementing partners

#### Technical

- Delivers on set objectives in hardship situations
- Effectively coordinates actions with other implementing partners
- Works effectively with local authorities, stakeholders, beneficiaries, and the broader community to advance country office or regional objectives

#### V. EDUCATION AND EXPERIENCE

- a) High/Secondary School diploma from an accredited educational institution with four years of relevant experience or University degree with two years of relevant experience.
- b) Experience in project implementation in the humanitarian assistance or related areas;
- c) Experience in working with actors operating in the private sector;
- d) Experience in working with civil society;
- e) Experience in working with local and central authorities.
- f) Driving license

#### VI. LANGUAGES

##### Required

English	Fluent
Serbian	Fluent
Albanian	Fluent

##### Advantageous

Knowledge of an additional local language is an advantage (Romani, Turkish, other).

#### IOM Mission in Kosovo

Gjergj Balsha E-6, B-7, Arbëri III, 10000 Pristina, Kosovo  
phone: +381 38 249 040; 249 041; 249 042; fax.+381 38 249 039  
web: [www.kosovo.iom.int](http://www.kosovo.iom.int); e-mail: [iompristina@iom.int](mailto:iompristina@iom.int)