



International Organization for Migration (IOM)  
The UN Migration Agency

## Open to Internal and External Candidates

Position Title	<b>HR Assistant (Education Grant and Rental Subsidy Processing)</b>
Grade	<b>G-5</b>
Duty station	<b>Manila (Global) Administrative Centre (MAC)</b>
Job classification	<b>General Staff</b>
Type of Appointment	<b>Fixed term, one year with possibility of extension</b>
Duration of Assignment	<b>One Year with possibility of extension</b>
Salary	<b>Php 638,273 per annum net of taxes</b>
Closing date	<b>01 Jun 2023</b>

*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 work environment. Internal and external candidates are eligible to apply to this vacancy. For the purpose of the vacancy, internal candidates are considered as first-tier candidates.

### Context

The Human Resources Administration Unit (HRAU), located in the Manila Human Resources Operations and Administrative Services (MHRO), is responsible for providing the full range of personnel support services pertaining to administration of contracts, benefits, and entitlements to IOM staff in the Professional category and General Service staff in Switzerland.

Under the overall supervision of the Head, HRAU, and the direct supervision of the Senior HR Assistant (EG Validation), the successful candidate will process HR actions relating to Education Grants and rental subsidies.

### Core Functions / Responsibilities

1. Provide information and documentation to staff members as required.
2. Respond to staff queries via phone, Microsoft Teams, and e-mail relating to EGs for staff within the assigned region in an accurate and timely manner.
3. Process HR actions pertaining to EGs within the assigned area of responsibility, as defined in the HRAU Transaction Approval Matrix, within the agreed service levels for each action.
4. Accurately update HR master data relevant to EGs in the Organization's Enterprise Resource Planning (ERP) system, as required.
5. Escalate complex cases and technical issues for resolution to the Senior HR Assistant (EG Validation) and relevant Team Leads for rental subsidies.

6. Process rental subsidies for all IOM staff in the Professional category and General Service staff in Switzerland and send them to the relevant Team Leads for validation.
7. Monitor recurring actions, anticipate rental subsidy requests and extensions, and proactively follow-up with staff members as required.
8. Perform other related duties as may be assigned.

## **Education**

- Bachelor's degree in Human Resources, Business Administration, Psychology or related field with (3) three years of relevant professional experience; or,
- High school diploma with (5) five years of relevant experience.

## **Experience**

- Experience in Human Resources Management and personnel administration.
- Experience using an ERP system.
- Experience in an international organization, non-government or government organisation, in a multi-cultural setting, is an advantage.
- Advanced knowledge of Microsoft Office Suite.
- Knowledge of IOM/UN HR procedures and rules is an asset.
- Knowledge of SAP highly desirable.

## **Languages**

For this position, fluency in English is required. Knowledge of a second official UN language is desirable.

## **Values**

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

- Shows respect and sensitivity towards gender, culture, 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 with different backgrounds and orientations.
- Promotes the benefits of diversity; values diverse points of view and demonstrate this in daily work and decision making.
- Challenges prejudice, biases and intolerance in the workplace.

### **Integrity & transparency**

- Upholds and promotes the Standards of Conduct and Unified Staff Regulations and Rules.
- Delivers on commitments; manages the organization's resources 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 behaviour.
- Does not abuse one's position and acts without consideration of personal gain. Is motivated by professional rather than personal concerns.

### **Professionalism**

- Demonstrates professional competence and mastery of subject matter and willingness to improve knowledge and skills.
- Seeks to raise professional standards in self and others through daily work and activities.
- Adapts quickly to change and is decisive and versatile in face of uncertainty.

- Shows self-control and persistence when faced with difficult problems, and remains calm in stressful situations.
- Is conscientious and efficient in meeting commitments, observing deadlines and achieving results.

## **Core Competencies**

### **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.

### **Managing and sharing knowledge**

Continuously seeks to learn, share knowledge and innovate.

### **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.

## **How to apply**

Interested applicants may send their applications to **hrmanila@iom.int** no later than **01 June 2023**. VN Number and Position Title (**VN 085/2023 - HR Assistant (Education Grant and Rental Subsidy Processing)**) should be specified in the SUBJECT field.

Applications must consist of a cover letter, a duly-accomplished IOM [Personal History Form](#), and a résumé highlighting education and experience relative to the above qualifications.

IOM welcomes applicants from qualified individuals, irrespective of their race, religion, skin, color, nationality, age, disability status, ancestry, sex, sexual orientation, gender identity or expression, marital status, family structure, mental health status, or any other characteristic.

Only shortlisted candidates will be contacted.

*Kindly note that this position is subject to funding availability.*