

## Vacancy Announcement VA19P149V01

### Migrant Resource Centre Coordinator

#### Improving Migration Management

<b>Posting date:</b>	<b>5<sup>th</sup> December 2019</b>
<b>Deadline for applications:</b>	<b>20<sup>th</sup> December 2019</b>
<b>Duty station:</b>	<b>Dhaka, Bangladesh</b>
<b>Start date:</b>	<b>1<sup>st</sup> January 2020</b>
<b>Contract duration:</b>	<b>12 months – 40 h/week</b>
<b>Type of post:</b>	<b>Local</b>

#### Organisational Overview

The International Centre for Migration Policy Development (ICMPD) is an international organisation tasked with promoting innovative, comprehensive and sustainable migration policies. With 17 Member States and over 60 projects active throughout Europe, Africa, Asia and Latin America, ICMPD is a growing and ever-more relevant presence in its field. The organisation's greatest assets are its 200+ staff members, who personify its values of commitment, integrity, partnership, respect, and innovation in actions and decisions.

#### Project Overview

ICMPD is inviting all interested candidates to apply for the **MRC Coordinator** for the project *Improving Migration Management*. One component of this project is aimed at establishing Migrant Resource Centres (MRCs) in Dhaka and Cumilla, Bangladesh.

In 2017, based on UN report, Bangladesh is the fifth largest origin country of international migrants. Since the 1970s, Bangladesh has been a source country of migrant workers. An estimated 8 million stock of Bangladeshi migrants are in more than 90 countries with Saudi Arabia, UAE, Malaysia and Kuwait as the top destinations. Every year, an average of 500,000 Bangladeshis leave for work overseas, where majority are classified as low-skilled and with a median age of 31. Forty seven percent of these workers are females. In 2015, Bangladesh received USD 15 billion remittances, which comprised around 8% of its Gross Domestic Product.

Given the increasing number of migrant workers, Bangladesh is enhancing its laws, policies and government structure to respond to the needs and challenges brought about by migration. Under the Ministry of Expatriates' Welfare and Overseas Employment (MEWOE), the Bureau of Manpower Employment and Training (BMET) has set-up 42 District Employment and Manpower Offices (DEMOs) and 64 Technical Training Centres (TTCs) all over the country to facilitate access by prospective migrants of pre-departure requirements such as processing of documents for overseas employment, training and issuance of SMART card.

Despite these efforts, there remain some issues and challenges as regards skills development, costs of recruitment and migration, frequent violation of employment contracts, harsh working conditions and exploitation in destination countries.

In response to these challenges, the EU funded project “Improving Migration Management” and the State Secretariat for Migration of the Government of Switzerland will support the national governments of Bangladesh, particularly the MEWOE and BMET as the primary responsible government entities, in the establishment of MRCs in Bangladesh. Through collective collaboration with other key stakeholders at the national and provincial level, the MRCs aim to increase the public’s accessibility to general and specific information on migration, provide potential migrants with information and counselling, link up with relevant government agencies for services, raise awareness on irregular migration and its related risks, and collaborate with other migration-related stakeholders such as the academia and civil society to provide holistic and coherent information and guidance to the public and outgoing migrants on migration.

In this regard, ICMPD is seeking applications from qualified and results-oriented Bangladeshi citizens for the position of the Migrant Resource Centre Coordinator. The position is based in Dhaka with frequent travel within the country.

### **Job Description**

The MRC Coordinator is responsible for the management, coordination and implementation of the MRC activities through the MRC in Dhaka and MRC in Cumilla. The MRC Coordinator prepares workplan and reports, organises activities, coordinates with relevant partners and networks, and is responsible for the MRCs’ timely achievement of high-quality outputs and efficient delivery of services. The MRC Coordinator supervises the work of MRC counsellors based in Dhaka and Cumilla.

The MRC Coordinator will report directly to MEWOE, BMET and ICMPD. S/he will also work closely with the responsible ICMPD project team in Vienna and with the ICMPD Country Coordinator based in Dhaka, to ensure effective, efficient and coherent implementation of the MRC activities vis-à-vis the over-all programme of action of ICMPD in Bangladesh under the projects.

### **Tasks and Responsibilities**

The following are the duties and responsibilities of the MRC Coordinator:

- Ensure timely, efficient and effective implementation of MRC activities and services, and prepare and revise the work plan when and where necessary to ensure that the outputs and outcomes are aligned with the national priorities and strategies of MEWOE and BMET and of the projects;
- Monitor all project activities, expenditures and progress, and provide feedback on MRC strategies and activities to MEWOE, BMET, the ICMPD project implementation team and to the MRC steering or advisory committee;
- Serve as the focal point and liaison for all coordination, communication and correspondence concerning the MRCs in Dhaka and Cumilla;
- Help train and mentor the MRC team/counsellors to ensure effective, efficient and timely implementation of the MRC activities and qualitative performance of their functions and responsibilities;

- Manage, plan and coordinate the work of the MRC team in accordance with the workplan and in relation to the over-all workplan of the projects and strategies and priorities of MEWOE and BMET;
- Manage the day-to-day operation of the MRC to ensure effective service delivery to potential migrants and other clients who come to the MRC or participate in its events, which include, among others maintaining database or records of MRC clients or beneficiaries and ensuring their confidentiality, preparing relevant reports, responding to client feedback and monitoring of progress or updates, reporting to relevant agencies any policy or programmatic recommendations, maintaining cleanliness and order in the MRC premises, and ensuring availability of information materials for ready distribution to clients;
- Together with MEWOE and BMET, coordinate with relevant agencies both in the public and private sector, establish networks and contacts, and initiate and organise community events and outreach such as briefings in academic and training institutions, symposium with civil society, training with education or emigration consultancies, and setting-up of booths, kiosks or similar structures in public places to help disseminate information and materials on safe, orderly and regular migration;
- Whenever possible, provide counselling, advice, guidance, referral and information to a variety of clients (prospective or returning migrants, migrants, families of migrants, etc.) who visit or attend MRC activities, initiate and follow-up on referrals and link them with relevant agencies depending on their needs, e.g. technical and vocational institutes to upgrade their skills or with the BMET for the processing of their documents for overseas employment;
- Contribute and assist in the conduct of pre-departure orientation sessions, briefings and trainings delivered by the MRC counsellors and BMET through the DEMOs and TTCs, and to the trainings and related activities targeting government agencies, media, academe, civil society and other stakeholders whenever opportunity arises;
- Help draft terms of reference for potential consultants or experts, and coordinate and help monitor their work, such as the development of various knowledge materials (handbooks, brochures, audio-visual products, etc.) for use by the MRC;
- In collaboration with the ICMPD team and whenever applicable, with consultants or experts, conduct study or mapping of migration-related programmes and services, collect knowledge materials on migration that are helpful in the full operation and functioning of the MRC, and help revise, prepare or develop additional knowledge products and information materials, as may be necessary;
- Ensure timely procurement of administrative and logistical needs for MRC events and day-to-day operations such as supplies, venues, transportation and equipment;
- Timely prepare and submit weekly, quarterly and annual progress reports, work plans and budget, meeting agendas and minutes, activity and mission reports, expenditure plans and advance budget requests on agreed formats, and other documentary requirements;
- Ensure appropriate and judicious use of MRC resources and budgets, including timely submission of financial reports or documents for processing of payments; and
- Perform other duties as may be instructed or required to ensure the full capacity and operation of the MRCs.

## Key Results

- Effective set-up and operationalisation of the Migrant Resource Centres in Dhaka and Cumilla in collaboration with MEWOE and BMET
- A results-based implementation work plan for the MRCs
- Effective, timely and qualitative delivery of MRC programmes and services to target clients and beneficiaries
- Communication and outreach workplan that include, among others, key messages, visibility materials and knowledge products
- Timely, qualitative and clear reports and documents on the MRC progress, with information on lessons learned, policy recommendations, and other information that will help improve MRC programmes and services

## Incumbent Profile

### Education:

- University degree (Bachelor's degree or higher) in international relations, law, development studies, economics, social or political science, migration studies or related field.

### Experience:

- Minimum of five (5) years of related professional experience in management of projects and programmes in the field of migration.

## Corporate Qualifications:

### Knowledge, skills, abilities:

- Fluency in English and Bengali (oral and written proficiency)
- Professional experience in project management and management of project teams and/or experts
- Prior work experience with and excellent understanding of the Bangladesh administration or government structure, especially with regard to migration
- Prior experience on and comprehensive understanding of effective service delivery, community engagement, outreach, social work or counselling
- Excellent background knowledge on recent economic, social and political developments in Bangladesh
- Clear and sound understanding of migration issues, especially within the framework of external cooperation
- An attitude of openness and commitment to human rights and gender equality principles
- Ability to plan, manage priorities to meet deadlines, and work under pressure on occasion in a highly stressful environment
- Ability to establish good working relations with the Government of Bangladesh and with a multinational, multi-disciplinary team
- Excellent inter-personal and communication skills

- Previous experience of working with governmental and international organisations is an asset
- Previous experience in developing knowledge products and information materials or in managing web-based platforms for communication and outreach is an asset

## **Compensation**

ICMPD offers a compensation monthly gross salary package of 1,400 EUR, including participation in the ICMPD Health and Accident Insurance and six weeks' of annual leave.

## **Application Procedure**

Interested candidates are requested to submit their application in English through the ICMPD online recruitment system at <http://www.icmpd.org/work-for-us/current-vacancies> by midnight (CET) of the closing date specified above. For this purpose, candidates will first need to register with the ICMPD website. Once the relevant data has been entered, candidates will be able to apply for vacancies.

Please note that in the course of the online application, the motivation letter and personal CV must be uploaded in the EuropeAid format in English. The template is available for download at <http://www.icmpd.org/work-for-us/>.

All applicants are encouraged to apply as soon as possible after the vacancy has been posted and well before the deadline stated above. Applications received after the published deadline, and offline applications submitted via email, fax or post, will not be considered.

Due to the high volume of applications, only short-listed candidates will be contacted and applicants are expected to be available for a personal/telephone interview.

In the event of a technical issue with your application, please email [recruitment@icmpd.org](mailto:recruitment@icmpd.org).

## **General Information:**

ICMPD retains the discretion to re-advertise the vacancy or to cancel the recruitment.

This position may entail frequent travel to high risk areas at short notice for the execution of the tasks and duties, which may warrant adherence to security protocols, and/or health procedures.