International Organization for Migration (IOM)

The UN Migration Agency

TERMS OF REFERENCE

FOR THE CONSULTANCY CONTRACT OF: Capacity Building Junior Assistant – E-Campus

1. **Duty Station of the Consultancy:** San José, Costa Rica

2. **Duration of Consultancy:** five months (starting on June 27th)

3. **Nature of the consultancy:** Capacity Building Junior Assistant – E-Campus (Category 'A')

4. **Project Context and Scope:**

   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´s migration learning platform, E-Campus, is a global online platform that offers courses in three different e-learning modalities: self-paced courses, tutored and bi-modal. The platform hosts free and open courses, and specialized courses offered on demand or under bi-modal (a virtual course that complements a face-to-face course) modality.

   IOM E-Campus has strengthened its capacities to develop e-learning courses in-house, without the need to hire external companies. The demand of courses and the team are growing. Consequently, there is a need to hire a junior capacity building assistant who can support the Content Team and ensure the technical accuracy and quality standards of the courses.

5. **Organizational Department / Unit to which the Consultant is contributing** E-Campus (code under confirmation due to PRIMA current application).

6. **Category A Consultants: Tasks to be performed under this contract**

a. Contribute to develop contents for new e-learning courses and update existing ones in close collaboration with the E-Campus content team (Senior Capacity Building Assistants).
b. Maintain a detailed control log for the implementation and tracking of changes to e-learning courses.
c. Review the coherence between scripts and the resulting e-learning courses designed in house by the E-Campus Team.
d. Adjust course audio, text on screen and multimedia, as well as correct writing and spelling according to the Senior Capacity Building Assistants' indications.
e. Monitor the E-Campus website and ensure the update of its content with recent IOM publications and the newest e-learning courses.
f. Participate in meetings as required.
g. Perform such other duties as may be assigned.

7. **Performance indicators for the evaluation of results**

Values

a. Integrity and transparency: maintain high ethical standards and acts in a manner consistent with organizational principles/rules and standards of conduct.
b. Professionalism: demonstrates ability to work in a composed, competent and committed manner and exercises careful judgment in meeting day-to-day challenges.
c. Inclusion and respect for diversity: respects and promotes individual and cultural differences; encourages diversity and inclusion wherever possible.

Competencies

Teamwork:

a. Establishes strong relationships with colleagues and partners; relates well to people at all levels.
b. Is fully aware of the team purpose, respects and understands individual and collective responsibilities.
c. Willingly puts in extra effort without being asked and adopts a "hands-on" approach whenever necessary to achieve team objectives.
d. Coordinates own work with that of the team to meet agreed priorities and deadlines.
e. Highly motivated individual with skills to develop and coach team members to achieve performance expectations
f. Ability to lead team in multi-tasking, prioritization, and meeting timelines on deliverable

Delivering results:

a. Produces high-quality results and workable solutions that meet clients' needs.
b. Anticipates constraints, identifies solutions and takes responsibility for addressing critical situations.
c. Monitors own and others' work in a systematic and effective way, ensuring required resources and outputs.

d. Aligns projects with Organization's mission and objectives and demonstrates a good understanding of the impact of team's and own work on external and internal counterparts.

Managing and sharing knowledge:

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

Accountability:

a. Proactively seeks responsibility in delivering towards the goals of the Organization.
b. Plans and organizes work with a clear and deliberate focus, ensuring commitments are easily identified and progress is widely communicated.
c. Stands by the actions of team or department, publicly accepting ownership.
d. Takes responsibility of own shortcomings and those of the work unit, where applicable.

Communication:

a. Speaks and writes clearly and effectively.
b. Seeks to share information with others, with due respect for diversity and the confidentiality of specific sensitive information.
c. Listens and seeks to understand without bias and responds appropriately.
   Shares information and keeps others up to date; actively seeks others' views and ideas and respects their contribution.

8. **Education, Experience and/or skills required**

   Education:

   a. University degree in Social Sciences, Education, Law, International Relations or any related discipline from an accredited academic institution.
   b. Knowledge of human rights and migration.
   c. Computer literacy, including proficiency in MS Office programs, knowledge of SharePoint or other collaboration.
   d. Knowledge of e-learning and virtual learning programs and platforms, especially authoring tools, such as Articulate 360, is an advantage.

   Desirable:

   a. Experience in instructional design for online courses.
   b. Experience in developing contents for new e-learning courses and updating existing ones.

   Skills:

a. Ability to understand and follow instructions in a timely manner.
b. Proven ability to produce quality work accurately and concisely according to set deadlines.

Languages:
a. Fluency in English and Spanish (oral and written)
b. Other IOM official language
c. Working knowledge of French is an advantage

9. **Travel required**

Temporary Duty Travel (TDY) does not apply for this position.

Submission of application

The candidate should send his / her application through the following email **cosanjosevacancies2@iom.int**, using as Subject ***"Capacity Building Junior Assistant – E-Campus"***

The application must include:
- Curriculum with three references.
- Letter of interest.
- In case of receiving applications from foreigners living in Costa Rica, they must submit their work permit.

Candidates must submit their offer by **June 06, 2022**. No applications will be considered after this date. Shortlisted candidates will be invited to an interview.