

UNITED NATIONS HIGH COMMISSIONER FOR REFUGEES INTERNAL/EXTERNAL VACANCY NOTICE

Title of Position:	Senior Registration Assistant
Category and Level:	UNOPS, LICA 5
Location:	Kuala Lumpur, Malaysia
Effective date:	As soon as possible
Contract type:	Individual Contractor Agreement (ICA)
Duration:	Until 31 December 2022
Date of Issue:	8 September 2022
Closing Date:	21 September 2022

ORGANIZATIONAL SETTING AND WORK RELATIONSHIPS

The Senior Registration Assistant is a member of the Registration team. The incumbent is responsible for supporting all activities related to registration, which may also include functions related to reception, filing and data management. S/he provides counselling to, and responds to queries from, asylum seekers and refugees regarding UNHCR's registration procedures and their rights and entitlements. S/he liaises closely with protection staff and partners to ensure timely identification and referral of persons of concern (POC) for protection follow up. The Senior Registration Assistant may assist in compiling and analysing information related to registration activities in the Operation. The incumbent may provide interpretation and/or translation services in cases for which s/he has the required language competencies. All UNHCR staff members are accountable to perform their duties as reflected in their job description. They do so within their delegated authorities, in line with the regulatory framework of UNHCR which includes the UN Charter, UN Staff Regulations and Rules, UNHCR Policies and Administrative Instructions as well as relevant accountability frameworks. In addition, staff members are required to discharge their responsibilities in a manner consistent with the core, functional, cross-functional and managerial competencies and UNHCR's core values of professionalism, integrity and respect for diversity.

To find out more information about UNHCR Malaysia, please visit our [website](#).

DUTIES

- Assist in the implementation of registration strategies and methodologies for POC.
- Conduct registration interviews when required in accordance with registration standards and guidance.
- Provide counselling to, and responds to queries from, asylum seekers and refugees regarding UNHCR's registration procedures and their rights and entitlements.
- Maintain accurate and up-to date records and data related to all individual registration cases.
- Identify persons with specific needs and ensure timely referral to protection follow up as required.
- Collaborate with protection staff and/or partners in the delivery of assistance and programming, including provision of identity and entitlement documentation.
- Draft correspondence and reports relating to registration activities in the Operation, when required
- Provide statistics and draft reports related to registration data, as requested.
- Act as interpreter and translator when needed.
- Refer cases to other units within the office and to implementing partners as necessary.
- Draft and submit reports and statistics related to registration.
- Perform other related duties as required.

MINIMUM QUALIFICATIONS

Education & Professional Work Experience

Years of Experience / Degree Level: For G5 - 2 years relevant experience with High School Diploma; or 1 year relevant work experience with Bachelor or equivalent or higher

Field(s) of Education: Not applicable.

Certificates and/or Licenses

Statistics Mathematic Social Science Information Technology

Relevant Job Experience

Essential: Good computer skills, particularly in data management

Desirable: Training in basic principles of international protection. Experience in working with UNHCR proGres software.

Functional Skills

*DM-Data Management

*IT-Computer literacy

MS-Data Collection and Analysis

IT-IT Refugee Systems & Applications

PG-Programme Management (project formulation, programme cycles and reporting standards)

TR-Training/Coaching/Facilitation

EX-Experience in international organization (United Nations or similar)

PR-Experience in Registration

(Functional Skills marked with an asterisk* are essential)

Language Requirements: Knowledge of English and Bahasa Malaysia.

COMPETENCY REQUIREMENTS

Core Competencies

Accountability

Communication

Organizational Awareness

Teamwork & Collaboration

Commitment to Continuous Learning

Client & Result Orientation

Managerial Competencies

Not applicable.

Cross-Functional Competencies

Analytical Thinking

Technological Awareness

Planning and Organizing

ADDITIONAL INFORMATION

All UNHCR workforce members must individually and collectively, contribute towards a working environment where each person feels safe, and empowered to perform their duties. This includes by demonstrating no tolerance for sexual exploitation and abuse, harassment including sexual harassment, sexism, gender inequality, discrimination, and abuse of power.

As individuals and as managers, all must be proactive in preventing and responding to inappropriate conduct,

support ongoing dialogue on these matters and speaking up and seeking guidance and support from relevant UNHCR resources when these issues arise.

UNHCR seeks to ensure that male and female employees are given equal career opportunities. UNHCR is committed to achieving workforce diversity in terms of gender, nationality and culture. All applications will be treated with the strictest confidentiality.

Recruitment as a UNHCR staff member and engagement under a UNHCR affiliate scheme or as an intern is subject to proof of vaccination against Covid-19.

SUBMISSION OF APPLICATIONS

If you wish to be considered for this vacancy, please submit your [Personal History Form \(P11\)](#) and its [supplementary pages](#) and motivation letter by e-mail with "*Your LAST name* –VN050/22 Senior Registration Assistant, LICA 5, Kuala Lumpur" in the subject line to: mlsruvn@unhcr.org by 21 September 2022.

Only short-listed candidates will be notified. No late applications will be accepted.

UNHCR does not charge a fee at any stage of the recruitment process (application, interview meeting, processing, training or any other fees).

UNHCR does not sponsor work visa or work permit and applicant who is not a Malaysian national should already have their status confirmed that they are able to secure a work visa at the time of the application.

REMUNERATION

A competitive compensation and benefits package is offered. The monthly net salary is between MYR 4,374 and MYR 5,541 depending on relevant experience.