



NORWEGIAN
REFUGEE COUNCIL

Job Description

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| Position: | Government Liaison Coordinator |
| Reports to: | Country Director |
| Duty station: | Tehran, Iran |
| Travel: | up to 25% (within Iran) |
| Duration and type of contract: | 12 months, with possibility of extension |

Rights Respected People Protected

About NRC

The Norwegian Refugee Council (NRC) is a non-governmental, humanitarian organization with 60 years of experience in helping to create a safer and more dignified life for refugees and internally displaced people. NRC advocates for the rights of displaced populations and offers assistance within the shelter, education, food security, livelihoods, legal assistance, and water, sanitation and hygiene sectors. The Norwegian Refugee Council has approximately 6000 committed and competent employees involved in projects across four continents. NRC runs the world's largest standby rosters NORCAP, with 650 professionals, ready to be deployed on 72 hours' notice when a crisis occurs

NRC in the Islamic Republic in Iran

NRC started operations in Iran in 2012. We currently deliver humanitarian assistance in 8 provinces in the sectors of Education, Food Security and livelihoods, Water, Sanitation and Hygiene (WASH), Shelter construction, as well as Information, Counselling and Legal Assistance (ICLA).

We co-lead several technical inter-agency working groups and provide capacity building to humanitarian partners in country. NRC Iran also built an advocacy unit to develop joint messages and initiatives amongst INGOs to improve rights of the displaced.

NRC Iran is scaling up substantially its activities in support of the Government of Iran efforts towards an estimated 3,6 million Afghans residing in country. We are looking for a highly qualified **Government Liaison Coordinator** to harmonize, strengthen and develop NRC's relations with the Government of the Islamic Republic of Iran, in particular the Bureau for Aliens and Foreign Immigrant Affairs (BAFIA).

About the position: Government Liaison Coordinator for NRC Iran

Are you NRC's future Government Liaison Coordinator? NRC has a fantastic opportunity for a person with strong organizational skills and a proven capacity to deliver results in a complex operating environment. Are you experienced in negotiations with senior authorities? Are you detail oriented in your written communication and have strong interpreter skills? Are you able to coordinate important amounts of information and communicate professionally under pressure?



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The Government Liaison Coordinator supports the Country Director in harmonizing, strengthening and developing NRC's relations with National level Authorities of the Government of the Islamic Republic of Iran (GoI). He/She will liaise with relevant officials to ensure timely approval of NRC projects and mission related requests. He/She plays a key role in successful conduct of the NRC mission in Iran and reports directly to the Country Director.

All NRC employees are expected to work in accordance with the organisation's core values: dedication, innovation, inclusivity and accountability. These attitudes and beliefs shall guide our actions and relationships.

1. Roles and Responsibilities

The following is a brief description of the role.

Generic responsibilities

1. Ensure adherence with NRC policies, tools, handbooks and guidelines
2. Liaison and follow up with relevant Government officials and authorities for activity related approvals, government reporting as well as administrative requests (visa, vettings, missions)
3. Ensure the development and implementation of internal systems and procedures. In particular, develop a Government liaison SOP and regularly update to maintain relevance
4. Plan and facilitate meetings with relevant government officials as per mission requirements
5. Supervise NRC's Government Liaison consultant, organise his workload and tasks
6. Monitor legal and policy developments relevant to NRC, internally share summaries and brief the Country Management Group upon request
7. Prepare and develop status reports as required by the Country Director
8. Promote and share ideas for improvement of the Government Liaison function in NRC
9. Ensure capacity building of staff in skills related to Government Liaison purposes
10. Promote the rights of displacement affected populations in line with the advocacy strategy

Specific responsibilities

1. Develop and update stakeholder analysis related to Iranian Government structures
2. Draft, submit, centralize follow up and record physical and electronic archives of all communications with national level government authorities, including but not limited to: programme inquiries and authorization requests, mission requests, validations, reporting, visas, permits (office, work, residence, exit-re-entry), staff vetting, meeting request, etc.
3. Ensure proper archiving and filing of all incoming and outgoing documents and statistics
4. Ensure timely submission of Government required reporting, in particular quarterly and annual report to BAFIA
5. Ensure that communications and translations across NRC are harmonized, factually and grammatically correct. If necessary, develop a network of translators that are approved by NRC in terms of quality
6. Support and accompany NRC management for meetings with Government authorities and facilitate translation



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7. Maintain a Government Liaison calendar for senior management to be able to plan meetings as much as possible
8. Capture lessons learned with regards to collaboration with different levels of the GoI
9. Other duties as assigned by his/ her supervisor

Critical interfaces

By interfaces, NRC means processes and projects that are interlinked with other departments/units or persons. Relevant interfaces for this position are:

- Country Director on workload and priorities for the Government Liaison unit
- Head of Programme and Area Managers on program related aspects
- Head of Support on support related matters, including logistics, HR and administration
- Advocacy Manager on advocacy strategies and initiatives

Scale and scope of position

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| Staff: | Na |
| Stakeholders: | Ministry of Interior, Ministry of Foreign Affairs, Immigration Police, governmental bodies, UN agencies, INGOs, local NGOs, civil society |
| Budgets: | Na |
| Information: | |
| Legal or compliance: | Code of conduct, Terms of Employment, Donor Requirements |

2. Competencies

Competencies are important in order for the employee and the organisation to deliver desired results. They are relevant for all staff and are divided into the following three categories:

1. Professional competencies

These are skills, knowledge and experience that are important for effective performance.

Generic professional competencies:

- Minimum 3 year of work experience relevant for the position
- Documented results related to the position's responsibilities
- Strong interpersonal and communication skills, including capacity to negotiate with government and non-government stakeholders
- Previous experience in an NGO is an asset
- Excellent English and Farsi language skills, both written and verbal
- Ability to operate and work independently
- Detail oriented and strong organizational skills

Context/ Specific skills, knowledge and experience

- Experience of liaison and/or representation with senior Iranian authorities is an asset
- Knowledge of Government structures within the Islamic Republic of Iran
- Knowledge of Iranian legislation and policies related to INGO work in the country
- Understanding of and respect for humanitarian work, particularly relating to refugee and displacement issues.



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- Ability to develop a network of interlocutors in Iran
- Flexibility to work outside standard working hours

2. Behavioural competencies

These are personal qualities that influence how successful people are in their job. NRC's Competency Framework states 12 behavioural competencies, the following are **essential** for this position:

- Planning and delivering results
- Communicating with impact and respect
- Empowering and building trust
- Analysing
- Strategic thinking
- Influencing

All employees of the Norwegian Refugee Council adhere to our Code of Conduct and the four organizational values: Dedicated, innovative, inclusive and accountable

3. Performance Management

The employee will be accountable for the responsibilities and the competencies, in accordance with the NRC Performance Management Manual. The following documents will be used for performance reviews:

- The Job Description
- The Work and Development Plan
- The Mid-term/End-of-trial Period Performance Review Template
- The End-term Performance Review Template
- The NRC Competency Framework

Interested candidates should apply through the following link latest by August 17 :
www.nrc.no/vacancies select Iran under Location window and through the webcruiter.