



International Organization for Migration (IOM)

The UN Migration Agency

Annex 2: Terms of Reference

I. POSITION INFORMATION	
Position title	Cleaner
Position grade	G1
Duty station	Managua, Nicaragua
Appointment type	SST
Position rated on	
Position number	
Reports directly to (<i>Full Name of Supervisor and Position Title</i>)	Resource Management Officer
VACANCY-SPECIFIC INFORMATION	
Estimated closing date	
Estimated start date	ASAP
Posting channel	Internal and external
Complete WBS (up to the 5th level)	TBD
II. ORGANIZATIONAL CONTEXT AND SCOPE	
<p>IOM seeks to strengthen the dissemination of information of relevant activities regarding migration in Managua, Nicaragua.</p> <p>Under the direct supervision of the Resource Management Officer, the incumbent will be responsible for cleaning IOM Nicaragua office premises.</p> <p>Specifically, he/she will have the following core functions and responsibilities:</p>	
III. RESPONSIBILITIES AND ACCOUNTABILITIES	
<ol style="list-style-type: none"> 1. Be responsible for the cleanliness and upkeep of the relevant office premises, including vacuuming, cleaning and garbage disposal of office areas, corridors, balconies and toilets. 2. Maintain adequate stocks of cleaning materials, toiletries and other consumables as required; re-stock as required. 3. Be responsible for the maintenance of the surrounding garden area; including landscaping, watering, fertilizing and maintenance of shrubs and trees as and when required; 4. Prepare and serve tea to IOM staff and visitors as required; 5. Assist with photocopying, collating and scanning documents; send faxes; support office re-cycling initiative; and distribution of documents/ packages as required; 6. Support the Reception duties as and when required; 7. Perform other duties as may be assigned. 	
IV. REQUIRED QUALIFICATIONS AND EXPERIENCE	
EDUCATION	
<p>Education:</p> <p>High School diploma or a combination of relevant education and professional experience.</p>	

EXPERIENCE	
<ul style="list-style-type: none"> ▪ Knowledge in operating office equipment, such as copying machine and telephone is required. 	
V. LANGUAGES	
Required (specify the required knowledge)	Advantageous
Fluency in Spanish is required.	None
Accountability	
<ul style="list-style-type: none"> ▪ Accepts and gives constructive criticism. ▪ Follows all relevant procedures, processes, and policies. ▪ Meets deadline, cost, and quality requirements for outputs. ▪ Monitors own work to correct errors. ▪ Takes responsibility for meeting commitments and for any shortcomings. 	
Client Orientation	
<ul style="list-style-type: none"> ▪ Identifies the immediate and peripheral clients of own work. ▪ Establishes and maintains effective working relationships with clients. 	
Continuous Learning	
<ul style="list-style-type: none"> ▪ Contributes to colleagues' learning. ▪ Demonstrates interest in improving relevant skills. 	
Communication	
<ul style="list-style-type: none"> ▪ Actively shares relevant information. ▪ Clearly communicates, and listens to feedback on, changing priorities and procedures. ▪ Writes clearly and effectively, adapting wording and style to the intended audience. ▪ Listens effectively and communicates clearly, adapting delivery to the audience. 	
Professionalism	
<ul style="list-style-type: none"> ▪ Masters subject matter related to responsibilities. ▪ Identifies issues, opportunities, and risks central to responsibilities. ▪ Incorporates gender-related needs, perspectives, and concerns, and promotes equal gender participation. ▪ Persistent, calm, and polite in the face of challenges and stress. ▪ Treats all colleagues with respect and dignity. ▪ Works effectively with people from different cultures by adapting to relevant cultural contexts. ▪ Knowledgeable about and promotes IOM core mandate and migration solutions. 	
Teamwork	
<ul style="list-style-type: none"> ▪ Actively contributes to an effective, collegial, and agreeable team environment. ▪ Contributes to, and follows team objectives. ▪ Gives credit where credit is due. ▪ Seeks input and feedback from others. 	

Notes¹

Internals of the Organization and NMS candidates, as well as external female candidates, will be considered as first-tier candidates. This vacancy is also open to second-tier candidates.

The appointment is subject to funding confirmation.

Appointment will be subject to certification that the candidate is medically fit for appointment, accreditation, any residency or visa requirements, and security clearances.

¹ Indicate in this box if there is any differing provision of process because the position is in a specific program or to address emergency situations. For example, if donor approval is