



UN VOLUNTEER DESCRIPTION OF ASSIGNMENT

Id 1754407395181824

VMAM Id 1754407395181824

Opportunity Type (Online/Onsite) Onsite

Opportunity Title Platform Manager Specialist

UN VOLUNTEER DESCRIPTION OF ASSIGNMENT

Host Entity	IOM
Country of Assignment	Senegal
Duty station	Dakar,
Volunteer Category	International UN Volunteer Specialist
Number of UN Volunteers	1
Duration	12m
Possibility of Extension	Yes
Expected Start Date	05/20/2024
Sustainable Development Goal	10. Reduced inequalities
Disabilities	No

DOA Details

Organisation mission and objectives

Established in 1951, IOM is the leading intergovernmental organization in the field of migration and works closely with governmental, intergovernmental and non-governmental partners. With 174 member states, a further 8 states holding observer status and offices in over 100 countries, 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 works to help ensure the orderly and humane management of migration to promote international cooperation on migration issues, to assist in the search for practical solutions to migration problems and to provide humanitarian assistance to migrants in need, including refugees and internally displaced people. The IOM Constitution recognizes the link between migration and economic, social and cultural development, as well as to the right of freedom of movement. IOM works in the four broad areas of migration management: Migration and development Facilitating migration Regulating migration Forced migration. IOM activities that cut across these areas include the promotion of international migration law, policy debate and guidance, protection of migrants' rights, migration health and the gender dimension of migration.

Assignment context

This United Nations Volunteers (UNV) assignment is part of IOM’s flagship programme COMPASS (www.iom.int/compass) in support of its communications and awareness raising team based in Dakar, Senegal, in the Regional Office for West and Central Africa. One of the goals and missions of the COMPASS programme is to inform young Africans on safe and regular migration pathways. Enters the platform Waka Well (www.wakawell.info), informing young people from target countries on safe migration and opportunities and pathways. Currently, a complete redesign of the platform is in the making – with the support of external and internal partners – to make it better adapted to its end users’ needs and reflect the realities of the dynamic continent anno 2024. IOM is looking for a platform manager who will be responsible for overseeing and managing this evolution of Waka Well, connecting the IOM/COMPASS team with relevant partners and stakeholders, and engaging with young people in target countries. We are looking for a creative and strategic thinker who combines technical and communication skills and feels, dynamic, and is passionate about promotion safe migration opportunities for young Africans.

Task description

The tasks of the platform manager include: - Strategic Planning: Developing and executing strategies to ensure that Waka Well meets its goals and objectives. This involves understanding the context, identifying opportunities for growth, and defining the platform's direction. - Manage lifecycle of the platform: Lead the redesign and the launch of Waka Well 2.0 with key stakeholders, ensure maintenance and content update, report on progress and results and coordinate with the larger team (see visual below). - User Experience (UX): Ensuring that the platform provides an intuitive and seamless experience for its target users. This involves gathering feedback, analyzing user behavior, and making improvements to enhance usability and satisfaction. - Technical Oversight: Collaborating with technical teams to ensure the stability, scalability, and security of the platform. This may involve managing infrastructure (with support from IOM’s online communication unit), monitoring performance, and addressing technical issues as they arise. - Partnership Management: Cultivating relationships with external partners, such as youth groups, influencers, social media teams, external developers and content creators, to enhance the platform's capabilities and expand its ecosystem. - Data Analysis and Insights: Utilizing data analytics tools to track key metrics, derive insights, and make data-driven decisions. This includes monitoring user engagement, analyzing trends, and identifying areas for optimization. - Communication and Stakeholder Engagement: Serving as a liaison between different stakeholders, including IOM teams, external partners, and youth. This involves communicating updates, soliciting feedback, and fostering collaboration to drive the success of the platform. - Platform Promotion: work together with IOM teams and partners to promo Waka Well 2.0 online and offline, through events, digital marketing, and other channels

Eligibility Criteria

Age 27-80
Nationality INTERNATIONAL
Additional eligibility criteria

DOA Requirements

DOA Requirements

Required education level Bachelor degree or equivalent

Area(s) of specialisation User experience research, service design, information management, youth engagement, technology development, human-centred design, business development, information campaigns.

Required experience

Required experience 5

managing websites, information platforms or other digital products; experience with developing digital solutions for social challenges in Africa is an asset. • Prior experience working in the UN is not a requirement, but experience working (indirectly) with international development actors is an asset. • Strong understanding of the digital African landscape and latest developments in the field. • Experience working with youth-based organisations on the continent, and experience organising youth and design events are considered assets. • No web development skills are required, but technical knowledge of Drupal is considered a plus. • Excellent oral and written skills; excellent drafting, editing, reporting skills. • Accuracy and professionalism in interaction with colleagues and partners. • Excellent interpersonal skills; culturally and socially sensitive; ability to work inclusively and collaboratively with a range of partners, including grassroots youth organisations, community organizations, and authorities at different levels; familiarity with tools and approaches of human-centred design and social and behavioural change. • Ability to work and adapt professionally and effectively in a challenging environment; ability to work effectively in a multicultural team of international and national staff. • Solid overall computer literacy, including proficiency in Microsoft Office (Outlook, Teams, Copilot), Canva and Adobe; familiarity with Drupal. • Self-motivated, ability to work with minimum supervision; ability to work with tight deadlines. • Have affinity with or interest in migration, volunteerism as a mechanism for durable development, and the UN system.

Language

Language	Language skills	Language requirement
English	Fluent	Yes
French	Working knowledge	Yes

Area of Expertise

- Arts and design
- Community development
- Information technology

Driving license required No

Type of driving licenses

Competencies and values • Accountability • Adaptability and flexibility • Creativity • Judgement and decision-making • Planning and organising • Professionalism • Self-management

Other information

Living conditions and other remarks

The assignment will take place in the nation's capital, Dakar, a family duty station (Hardship classification A) with missions to the region. Dakar is a liveable city. The spontaneous reception and hospitality of the Senegalese are among the characteristic features of this West African country. The living conditions in Dakar are good, as well as the access to health services. The yellow fever vaccine is compulsory; vaccination cards should be presented at the entrance. Vaccinations against Meningococcal Meningitis and Hepatitis A and B are also recommended. The basic drugs are available in pharmacies, but it is recommended to bring specific prescription drugs. According to official estimates from ANSD/RGPHAE 2023, the Dakar metropolitan area population reaches over 3,9 million. The total population of Senegal is 18,032,473 inhabitants (ANSD 2023). Senegal is located on UTC/ GMT. Senegal has a warm climate and sunny days throughout the year that make it a comfortable duty station. Daytime temperatures are, on average, around 30°C. The rainy season is in the northern hemisphere's summer/fall. The currency used in Senegal is called Franc CFA (XOF). On 1st January 2024, the average exchange rate is 1 USD = 602,577 XOF. Many hotels, restaurants and businesses in Senegal accept the leading international credit cards (Visa, MasterCard, American Express, etc.). It is also possible to withdraw cash from automatic telling machines found in all the major cities. The accommodation facilities are in general good, and the choice is vast. Renting unfurnished and furnished accommodations from 450 to 2000 USD is possible. UN Volunteers can also co-rent and share private concessions, which must comply with Minimum Operating Residential Security Standards (MORSS). Local taxis can easily arrange Transportation in town. A valid passport is required to enter Senegal. ECOWAS (Economic Community of West African States) nationals are not required to have an entry visa. Citizens of other countries may be required for an entry or long-stay visa. They should contact the closest Senegalese representation. Senegalese Embassies and consulates in various West African countries and other parts of the world issue visas before travel.
<https://www.unv.org/>