



Job Description

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Job Title LE-A1: Program Support, IMC ; LE-A2: Program Assistant, IMC	Job Location Dar es Salaam	Category Project & Program Management
Job Type Full Time	Job level Intermediate	Industry Diplomatic Missions
Open to Expatriates Only Open to Tanzanian Nationals		

Minimum Requirements

Min Budget -	Max Budget -	Primary Industry Diplomatic Missions: 2 Years
Secondary Industry -	Primary Category Project & Program Management: 2 Years	Secondary Category -
Certificate -	Qualification -	

Summary

Selection Process N°: 139620-6

Salary: LE-A1: Starting salary TZS 24,404,523 per annum plus social benefits ; LE-A2: Starting salary TZS 29,864,990 per annum plus social benefits

Contract Type: Indeterminate

Term Details: This position is a Locally Engaged Staff position, subject to the Terms and Conditions of Employment for LES in Tanzania.

Job Function: Administrative

Classification: LE-A1: Support ; LE-A2: Assistant

Location: High Commission of Canada to Tanzania

Number of Vacancies: 2

Closing date for application: 3 September, 2023 at 23:59 UTC/GMT +3:00

Kindly Click on the link below to apply:

- You must submit your application using the "Apply online" function. Only applications submitted via VidCruiter will be considered, unless a valid reason is presented and accepted prior to the closing date.

[Apply Here](#)

Responsibilities

Summary of Duties:

LE-A1:

Under the general supervision of an Officer, the successful candidate will provide support services to Immigration, Refugees, and Citizenship Canada's (IRCC) programs and operations by:

- exercising initiative in seeking out information to assist with file processing and other tasks;
- providing routine information and assistance to internal and external clients to facilitate application processes;
- entering and validating information in departmental on-line systems;

- reviewing applications and documents, and identifying incomplete applications, and missing/irregular information;
- drafting routine correspondence and producing reports;
- processing fee payments and preparing documents for refund;
- maintaining the office filing system, and using internal systems and accessing departmental websites to search or track information;
- utilizing office equipment such as a computer, photocopier, scanner, specialized printers, biometric capturing equipment and telephones;
- researching internal and external sources to support information gathering for the processing of the file or application and to support program integrity;
- verifying the completeness of application forms and other documents, creating paper and/or electronic files, entering data in computerized systems and maintaining records, files, lists and databases;
- utilizing office equipment such as computers to enter, copy, transmit, print, receive or access information;
- providing assistance and guidance to colleagues and training new employees on how to perform duties.

LE-A2:

Under the general supervision of an Officer, the successful candidate will support the delivery of Immigration, Refugees, and Citizenship Canada's (IRCC) programs through:

- furthering the processing of applications using procedural expertise and exercising judgement;
- applying a developed knowledge of established guidelines;
- conducting research to support information gathering for the processing of applications;
- and exercising initiative in organizing work; tracking resources; and resolving difficult problems.

The successful candidate may be required to travel within Tanzania and neighboring countries to support Officers on immigration interview trips and may be called upon to assist an Officer in reporting and liaison, conduct program integrity verifications, liaise with Visa Application Centres, participate in promotion and recruitment activities or provide other support to clients.

Area of Selection:

Open to candidates who meet all of the essential requirements stated above, and whose applications are received by the closing date.

Please note that the High Commission of Canada to Tanzania does not sponsor work authorizations directly or indirectly.

The Government of Canada is an equal opportunities employer and welcomes applications from diverse sections of the community. Candidates will be considered based on merit. Our organization offers an inclusive workplace where respect, teamwork, and collaboration are part of our culture. Canada's missions abroad are committed to promoting and supporting an environment free from harassment and discrimination, as well as encouraging and supporting employees to learn and develop their skills and competencies.

Education:

Candidates will be required to provide proof of the completion of their education.

- Post-secondary degree requiring minimum 2 years full-time study

Language:

- Proficiency in English (comprehension, oral and written)

LE-A2 only:

- Basic knowledge of French (comprehension and written)

Experience:

LE-A1

- Recent* experience of at least 6 months working in a clerical or administrative program support capacity

LE-A2

- Recent* experience of at least 12 months working in a program support capacity

* Recent is defined as within the last 24 months

RATED REQUIREMENTS

The Rated Requirements are part of the essential qualifications and are relating to knowledge, abilities and competencies. Methods of assessment for rated requirements may include, but are not limited to, a written examination, an oral interview (online pre-recorded/live or in-person), role-play, practical tests, presentations and/or psychometric assessment.

Competencies:

- Adaptability and Flexibility
- Client Focus
- Commitment to values and ethics, honesty and reliability
- Effective Interactive Communication
- Focus on Quality and Details
- Teamwork and Cooperation

LE-A2 only:

- Problem Solving

Abilities:

- Ability to set priorities, organize time, and work effectively to meet deadlines
- Ability to use Microsoft Office Suite (Word, Excel, Outlook)

LE-A2 only:

- Ability to analyze information

Asset Qualifications:

Preference may be given to candidates who meet the Asset Qualifications. Where applicable, candidates must clearly demonstrate how they meet any asset qualifications.

- A working knowledge of local languages in Burundi, Comoros, Rwanda, Seychelles, Tanzania, Uganda, and Zambia.
- Experience in using Global Case Management System (GCMS)
- Technical ability and ability to use databases.

LE-A1:

- A working knowledge of French

Operational Requirements:

- Normal working hours are 37.5 per week Mondays to Thursdays (07:30 to 16:00) and Fridays (07:30 – 13:00)
- Able to work in a high pressure environment
- Some overtime required (on week days and/or during weekends if job demands)
- Travel within Tanzania and to neighboring countries may be required

Conditions of Employment:

Conditions of employment must be met or complied with before being appointed to a particular position, and are to be maintained throughout the employment while being the incumbent of this position.

- **Valid work authorization:** Ability to obtain and hold a valid work authorization covering the entire employment period.

- **Security screening:** Obtain and maintain a Reliability Status (security level) which includes a criminal and credit background check from the Government of Canada covering the entire employment period.

- **Other conditions of employment:**

- Before an offer of employment can be made, candidates must provide a local address as proof of residence in the specific city, region or country so that if selected, it will appear on the offer letter.

How to Apply

- You must submit your application using the "Apply online" function. Only applications submitted via VidCruiter will be considered, unless a valid reason is presented and accepted prior to the closing date.
- Do not include personal data such as; age, date of birth, gender, marital status, family status, religion or a picture in your application form, CV nor cover letter (as required). Please only include information relevant to the vacancy as requested in the job poster.
- You must clearly demonstrate in answering the screening questions how you meet the education and experience factors listed in the essential and asset qualifications. You must provide specific examples to demonstrate clearly how you meet the qualifications. Global Affairs Canada cannot make any assumptions about your studies nor experience. Simply saying you have the required qualifications or listing your current duties will not be sufficient. Instead, you must provide concrete and detailed examples that clearly explain where, when, and how you gained the experience. No additional information will be sought beyond what you submit in your online application.
- Candidates may be required to upload a CV and/or a cover letter in English or French. These documents may be used as a secondary source to validate the answers to the screening questions.
- Applications which do not include all of the requested documents or information and/or which are not received by the closing date will be rejected.
- Candidates who are unable to submit their application due to technical difficulties must report these to LES-E-Recruitment-BRLIN@international.gc.ca prior to the closing date. Failure to do so will result in the application being rejected.

Important Notes

- Only applications submitted in one of the official languages of Canada will be accepted (English or French).
- The language requirement for this position is identified under the essential qualifications (language). In consequence, the assessment process for this vacancy will be conducted in English and French.
- Communication for this process will be sent via email. It is the responsibility of the candidates to ensure accurate contact information is provided and updated as required.
- Candidates must provide an email address that accepts email from unknown users and regularly check their email, including spam folder.
- Reference checks may be sought for candidates who succeeded all of the assessments.
- Please note that the High Commission of Canada to Tanzania does not reimburse any travel costs to and from interviews/exams nor does it reimburse any relocation costs.
- Before an offer of employment can be made, successful candidates must provide a local residence address as proof of residence in the specified area of selection. This information is necessary to issue a letter of offer.
- As recently announced by the Government of Canada, the [Policy for Mandatory Vaccination: Canada and the Mission Network](#) is suspended as of June 20, 2022. The Government of Canada will continue to assess the need for additional public health measures, including the possible reintroduction of a vaccination mandate at a later date.
- We are committed to providing an inclusive and barrier-free work environment, starting with the hiring process. If you need to be accommodated during any phase of the evaluation process, please contact us at LES-E-Recruitment-BRLIN@international.gc.ca to request specialized accommodation. All information received in relation to accommodation will be kept confidential.
- The results of this selection process may also be used to establish one or more pools of fully or partially qualified candidates for similar term, indeterminate, part-time or full-time openings at the High Commission of Canada to Tanzania which might arise following the completion of this selection process.
- For Canadian citizens/residents and Canadian dual nationals, please note that it is your responsibility to enquire with the Canadian Revenue Agency about any possible taxation implications linked to an employment with the Government of Canada.

Education & Qualifications

- Candidates will initially be screened against the Essential Qualifications relating to education, language* and experience.
- Candidates must clearly demonstrate when applying to the position how they meet each of these essential qualifications.
- *Language will be assessed further during the process.

Driving Licence

Not Required

To Apply for This Job [Click Here](#)

