

Senior Protocol and Liaison Officer

Date of issue	: 27-05-2024	Closing Date	: 02-06-2025 (Yangon Time Zone) (17:00 P.M MST)
Duty Station	: Yangon (frequent travel)	Duration	: One Year with possible extension
Category of Staff	: National Staff	Grade	: NC-2
Estimated starting date of employment	: as soon as the suitable candidate is selected		
Vacancy No	: IFRC-N020		

Background

The International Federation of Red Cross and Red Crescent Societies (IFRC) is the world's largest humanitarian organization, with a network of 191-member National Societies (NSs). The overall aim of IFRC is "to inspire, encourage, facilitate, and promote at all times all forms of humanitarian activities by NSs with a view to preventing and alleviating human suffering and thereby contributing to the maintenance and promotion of human dignity and peace in the world." IFRC works to meet the needs and improve the lives of vulnerable people before, during and after disasters, health emergencies and other crises. The IFRC carries out strategic and operational coordination, humanitarian diplomacy and national society development and membership services, for and with its member Red Cross, Red Crescent National Societies.

Organizational Context

IFRC is part of the International Red Cross and Red Crescent Movement (Movement), together with its member National Societies and the International Committee of the Red Cross (ICRC). The work of IFRC is guided by the following fundamental principles: humanity, impartiality, neutrality, independence, voluntary service, unity, and universality.

IFRC is led by its Secretary General, and has its Headquarters in Geneva, Switzerland. The Headquarters are organized into three main Divisions: (i) National Society Development and Operations Coordination; (ii) Global Relations, Humanitarian Diplomacy and Digitalization; and (iii) Management Policy, Strategy and Corporate Services.

IFRC has five regional offices in Africa, Asia Pacific, Middle East and North Africa, Europe, and the Americas. IFRC also has country cluster delegations and country delegations throughout the world. Together, the Geneva Headquarters and the field structure (regional, cluster and country) comprise the IFRC Secretariat.

IFRC Myanmar Country Office is one of the IFRC Country Offices in the Asia Pacific Region. In Myanmar, the IFRC works closely with the Myanmar Red Cross Society (MRCS) and other members of the IFRC network to reinforce the MRCS' unique humanitarian mandate and humanitarian activities, as well as its humanitarian diplomacy activities. It also provides vital technical, financial and logistical support to MRCS while strengthening its participation in regional and global cooperation during emergency and non-emergency times.

IFRC has a zero-tolerance policy on conduct that is incompatible with the aims and objectives of the Red Cross and Red Crescent Movement, including sexual exploitation and abuse, sexual harassment and other forms of harassment, abuse of authority, discrimination, and lack of integrity (including but not limited to financial misconduct). IFRC also adheres to strict child safeguarding principles.

In Myanmar, IFRC is supporting the Myanmar Red Cross Society (MRCS) to roll-out a multi-million Swiss franc humanitarian operation in response to the 28 March 2025 earthquake alongside longer-term programmes. To effectively accompany the MRCS in addressing immediate to recovery humanitarian needs wrought by the earthquake, the IFRC Country Delegation in Myanmar is bolstering its operational capacity.

Job Purpose

With guidance and direct supervision from the Humanitarian Diplomacy and Strategic Partnerships Manager, the Senior Protocol and Liaison Officer will be the focal point for all protocol and liaison services as well as follow up

and ensure that all relevant Federation actions as they relate to the State authorities, embassies, and other international organisations are in compliance with MRCS procedures, national laws and regulations.

Job Duties and Responsibilities

- coordinate obtaining necessary official mobilities of emergency response personnel and Programme activities: such as visas, etc. for all delegates, staff or visitors to the Myanmar Delegation, and travel authorizations for emergency response team with structured follow-up and maintaining full documentation.
- Liaise with MRCS on visa and immigration requirements for delegation and lead accreditation processes with the relevant authorities, including Visa letter/ as well as relevant cancellation of such documentations.
- Ensure to have timely approval for emergency Programme activities from the concerned department or ministries such as Ministry of Health, Foreign Affairs, Social Welfare, Relief and Rehabilitation, Immigration Department and other bodies of state authorities of Myanmar
- Ensure to have expert's assignment related deliverables such as travel plan, work plan and progress reports and translate them in Myanmar Language to meet MRCS process requirements.
- Keep a repository of protocols and monitor protocol updates and communications with Diplomatic Missions, Embassies, International Organizations, Non-Governmental Organizations, Asia Pacific Regional office, ICRC, state authorities' protocol and other External Relations; maintain an updated database of all these contacts.
- Provide a comprehensive package on protocol services that includes information about Myanmar.
- Manage protocol and advice on any new policies that may impact on IFRC operations and relationships
- Support the IFRC in diplomatic and protocol services for high-level visits, missions, receptions and diplomatic functions in Myanmar ensuring established minimum diplomatic and protocol standards are met.
- Brief new staff members on visa and immigration requirements for Myanmar with the relevant authorities
- Document the management and collection of paperwork from the various Embassies, Ministries and departments or such forms that are required for the processing of visas and permits
- Understand and communicate the travel process to all travelers to ensure adherence to procedures and controls. Perform regular reviews of the process, recommend and implement improvements to streamline the chain.
- Liaises and follows up with the Ministry of Foreign Affairs and Immigration Department etc. on all new policy or circulars relevant to IFRC.
- Under the supervision of line manager, draft all outgoing correspondence, letters to various local entities and host authorities, and reviewing and assigning all incoming correspondences

Education

- Relevant university degree in Administration/Political Science/international relations is required.
- Diploma in Diplomacy is preferred.

Experience

- 5-7 years' experience of working for humanitarian organization in the same role is preferred.
- Red Cross/Red Crescent knowledge and experience is preferred.
- Ability to identify issues, formulate opinions, and make conclusions and recommendations is required.
- Conceptual analytical and evaluative skills are required.
- Experience in working in a diplomatic institution, embassy or international organization is required.
- Experience of working in and managing office administration and basic protocol, including filing, liaison with organizations, translation/interpretation and report writing is required.
- Experience in maintaining program, contractual and confidential files is required.

Knowledge and Skills

- Knowledgeable in local (Myanmar) immigration issues / policies is required.
- Ability to work in a cross-cultural and cross functional environment is required.
- Ability to work with tight deadlines and handle multiple tasks is required
- Must have computer working knowledge is required

- Excellent communication and reporting skills is required.
- Good interpersonal skills an essential part of the job is required.
- Staff management and development skills is required.

Language

- Fluently spoken and written English is required.
- Fluently spoken and written Burmese is required.

Competencies and values

VALUES: Respect for Diversity, Integrity, Professionalism and Accountability.

CORE COMPETENCIES: Communication, Collaboration and Teamwork, Judgement and Decision making, National Society and Customer Relations, Creativity and Innovation, and Building Trust.

MANAGERIAL COMPETENCIES: Managing staff performance and Managing staff development.

FUNCTIONAL COMPETENCIES: Strategic orientation, Building alliances, Leadership and Empowering others.

How to apply

Interested candidates **should submit their applications with a detailed CV and a cover letter that details their suitability for the position**, by e-mail. In the subject line, please mention as: “N020, Senior Protocol and Liaison Officer”.

Human Resources Department

International Federation of Red Cross and Red Crescent Societies

Red Cross Building | No. 42, Strand Road | Botahtaung Township | Yangon

Email: recruitment.myanmar@ifrc.org

<https://www.ifrc.org/jobs>

Comments

The Federation is an equal opportunity employer.

10 reasons to join the IFRC



- To join an organization that saves lives and improves the living conditions of vulnerable people around the world.
- To be part of world's largest humanitarian network.
- To work for one of the world's most recognized, iconic and trusted brands.
- To be involved in supporting the work of the world's largest network of volunteers.
- To be exposed to a variety of stimulating assignments locally or internationally.
- To work in a place where proactive individuals have the possibility to make a difference.
- To enjoy autonomy and authority to make decisions within one's area of work.
- To have opportunities of continuous growth, both on-the-job and through learning

systems.

- To join an international and multi-cultural work environment, where diversity is valued and promoted.
- To receive competitive pay and benefits for the humanitarian sector.