



International Organization for Migration (IOM)
The UN Migration Agency

Vacancy Announcement

Vacancy/Reference Number: VNSA2023/15
Position Title: Operations Assistant - Movements
Position Grade: G5 ([UN Salary Scale for General Staff](#))
Duty Station: CO Pretoria, South Africa
Appointment Type: One Year Fixed Term Contract with the possibility of extension
Estimated Start Date: As soon as possible
Closing Date: 26 October 2023

Context:

Since the inception of IOM in 1951, Movement Operations have been and continue to be a fundamental pillar of the Organization's work. The organized movement of persons in need of international migration assistance is a primary mandate of the Organization and a cornerstone of IOM's operations. This mandate has resulted in the international transport of more than 15 million migrants and refugees worldwide. Movement Operations Units in various IOM Country Offices, coordinated under the Division of Resettlement and Movement Management (RMM) in the Department of Operations and Emergencies (DOE) at IOM's Geneva Headquarters (HQ), are responsible for all aspects of travel for migrants and refugees under IOM's auspices, in accordance with the various framework agreements with resettlement and receiving Governments and partners across the spectrum of the Organization's programmes.

Under the overall supervision of Chief of Mission, general supervision of the Movement Operations Manager and the direct supervision of Operations Associate, Movement and Data Processing, the Operations Assistant (Movements) is responsible for undertaking movements activities, with the following duties and responsibilities:

Responsibilities and Accountabilities

1. Coordinate, schedule and book travel for individuals upon receipt of travel-ready status and/or request in accordance with travel requirements, including but not limited to the distribution of Advance Booking Notifications (ABNs), updates, domestic flights, cancellations and departure notifications.
2. Organize and complete all bookings in a timely manner and in accordance with the Handbook of IOM Tariffs (HIT) and standard operating procedures (SOPs) from the Division of Resettlement and Movement Management (RMM). Under the supervision of the Operations Associate, Movement and Data Processing, distribute travel information to internal and external stakeholders.
3. Compile and analyze descriptive statistics, using I-GATOR to capture costs and prepare travel loan paperwork as specified in SOPs and in accordance with host government's procedures.
4. Create movement data files, by ABN, for all individuals in accordance with SOPs and for IOM accountability.

5. In accordance with local practices and RMM guidelines and standards, and in close coordination with supervisors, identify and assign escorts to accompany vulnerable individuals.
6. In coordination with Operations Associate, Movement and Data Processing, process exit permission paperwork and ICRC Travel Documents in accordance with established standards and the local guidelines.
7. Conduct identity and document verification prior to the distribution of travel documentation to refugees, immigrants and migrants.
8. Conduct pre-departure counselling on pre-embarkation procedures and special needs during travel (such as meals, medication, wheelchairs and medical conditions) as needed. Identify beneficiary vulnerabilities and coordinate appropriate action to ensure they are addressed.
9. Provide regular feedback on work being accomplished to the Operations Associate, Movement and Data Processing and keep supervisors immediately informed of any issues that arise.
10. Demonstrate an in-depth understanding of relevant Movement Operations SOPs and Movements-related systems and databases (including iGATOR, MiMOSA, SAR and Amadeus), as well as the ability to remain professional, impartial and unbiased during all interactions with migrants and colleagues per the IOM Code of Conduct and instruction on the Prevention of Sexual Exploitation and Abuse (PSEA.)
11. Maintain and ensure the confidentiality and integrity of all relevant paperwork in line with standards of conduct and data protection rules. Alert Operations Associate, Movement and Data Processing or management of any non-compliance to SOPs or codes of conduct by IOM staff members or partners.
12. Monitor unused tickets and request appropriate refunds.
13. Maintain the filing system for the staff travel records, including the requests, approval, confirmation, ticket and TOR.
14. Perform such other duties as may be assigned.

Required Qualifications and Experience:

Education:

- High school diploma with five years of relevant experience; or,
- Bachelor's degree in Administration, Tourism, Law, Economics, or related fields from an accredited academic institution with three years of relevant professional experience.

Experience:

Prior Movement Operations or transportation experience is a strong advantage.

Skills:

Strong computer skills - Word, Excel and Internet; past experience with Movement Operations-related databases and Airlines Reservation System "Amadeus" is a must.

Languages:

- Fluency in English
- Working knowledge of local languages is an advantage.

Competencies:

The successful candidate is expected to demonstrate the following values and competencies:

Values

- Inclusion and respect for diversity: respects and promotes individual and cultural differences; encourages diversity and inclusion wherever possible.
- Integrity and transparency: maintains high ethical standards and acts in a manner consistent with organizational principles/rules and standards of conduct.

- **Professionalism:** demonstrates ability to work in a composed, competent and committed manner and exercises careful judgment in meeting day-to-day challenges.

Core Competencies – behavioural indicators *level 1*

- **Teamwork:** develops and promotes effective collaboration within and across units to achieve shared goals and optimize results.
- **Delivering results:** produces and delivers quality results in a service-oriented and timely manner; is action oriented and committed to achieving agreed outcomes.
- **Managing and sharing knowledge:** continuously seeks to learn, share knowledge and innovate.
- **Accountability:** takes ownership for achieving the Organization's priorities and assumes responsibility for own action and delegated work.
- **Communication:** encourages and contributes to clear and open communication; explains complex matters in an informative, inspiring and motivational way.

Method of application:

If you are qualified for this position, please email the following to pretoriacvs@iom.int under the REFERENCE: VNSA2023/15 in the subject line of your email:

- Letter of motivation**
- Up-to-date Resume/CV**
- Copy of ID**
- IOM Personnel History form which can be downloaded from this website:**
<https://southafrica.iom.int/vacancy>

When you send your application, please specify the Vacancy reference number i.e. VNSA2023/15 on the subject line of your email. It will be challenging to track your application without the reference code provided. Incomplete applications will be rejected.

Please send your applications by Thursday, 26 October 2023. Only shortlisted candidates will be contacted.

IOM does not charge a fee at any stage of its recruitment process (application, interview, processing, training, or other fee). IOM does not request any information related to bank accounts.