



International Organization for Migration (IOM)  
The UN Migration Agency

### Vacancy Announcement

**Vacancy/Reference Number:** VNSA2023/09

**Position Title:** Operations Associate (Movements and Data Processing)

**Position Grade:** G7 ([UN Salary Scale for General Staff](#))

**Duty Station:** CO Pretoria, South Africa

**Appointment Type:** Fixed Term Contract, with the possibility of extension

**Estimated Start Date:** As soon as possible

**Closing Date:** 23 June 2023

#### Context:

Under the general supervision of the Chief of Mission and the direct supervision of Operations Manager, the Operations Associate (Movements and Data Processing) is responsible for supervising movement and data processing activities, with the following duties and responsibilities:

#### Responsibilities and Accountabilities

1. Oversee team leader-headed teams of up to a total of 16 staff members who are undertaking movement activities, including coordinating, scheduling and booking travel, distributing Advance Booking Notifications (ABNs), and issuing updates on domestic flights, cancellations and departure notifications; or data processing activities, including recording demographic and biographic information in MiMOSA, confirming receipt to third parties, and managing, securing, and accounting for travel documents in accordance with the local standard operating procedures (SOPs).
2. Promote staff development processes such as hiring, providing training, assigning duties and giving feedback to staff members on their performance on a regular basis to ensure high quality work and the accurate completion of activities.
3. Oversee the organization and completion of all bookings by Movements' staff members in a timely manner and in accordance with the Handbook of IOM Tariffs (HIT). Ensure compliance with program-specific SOPs for different migrant types and other modes of travel by air, land or sea.
4. Supervise the distribution of travel information to internal and external stakeholders.
5. Oversee the creation of movement data files, by ABN, for all individuals in accordance with SOPs. Oversee Movements staff members as they 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.
6. Certify vendor-incurred costs and verify charges for beneficiary movements; capture costs in the movement cost report, monitor cost settlement and transfer to financial accounting.
7. Ensure Data Processing staff members are undertaking secure storage of documentation and data in accordance with IOM principles and guidelines, that they are taking all necessary measures to guarantee limited access to physical files, and that they are dispatching travel documents and coordinating exit permits in a timely manner. Ensure the travel bag has all necessary documentation to depart the country.
8. Oversee Data Processing staff members as they process exit permits and travel documents in close coordination with supervisors and other IOM colleagues; this may include direct

communication with beneficiaries in relation to requesting them to submit required documentation in accordance with SOPs.

9. Oversee the preparation of Data Processing reports on the receipt of documentation to time of service delivery, as well as regular data mining reports confirming MiMOSA is up-to-date and accurate; advise management on possible issues which need attention and suggest corrective actions. Report specifically to management on any problems encountered like denials of exit permits, the reasons for such denials and possible solutions.
10. Oversee pre-departure counselling on pre-embarkation procedures and special needs during travel (such as meals, medication, wheelchairs and medical conditions) as needed and identity and document verification prior to the distribution of travel documentation to departing individuals. Identify beneficiary vulnerabilities and coordinate appropriate action to ensure they are addressed, including overseeing the coordination of escorts.
11. Under the supervision of Operations Manager, liaise as needed with other teams and units in IOM Pretoria and with external partners such as airport and government authorities, the US Embassy and the United Nations High Commissioner for Refugees (UNHCR). Provide regular feedback on work being accomplished to the Operations Manager and keep supervisors immediately informed of any issues that arise.
12. Demonstrate a comprehensive 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).
13. Maintain and ensure the confidentiality and integrity of all relevant paperwork in line with standards of conduct and data protection rules. Alert Operations Manager or management of any non-compliance to SOPs or codes of conduct by IOM staff members or partners.
14. Perform such other duties as may be assigned.

#### **Required Qualifications and Experience:**

##### **Education:**

- Seven years of working experience with secondary [high school] education
- Five years of working experience with Bachelor's degree.

##### **Experience:**

Prior Movement Operations, transportation-related and/or management experience a strong advantage.

Strong computer skills - Word, Excel and Internet; past experience with Movement Operations-related databases and systems (including iGATOR, MiMOSA, SAR and Amadeus) is a distinct advantage.

##### **Languages:**

Fluency in English

Working knowledge of French and/or Spanish 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 2*

- 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.

**Managerial Competencies** – behavioural indicators *level 2*

- Leadership: provides a clear sense of direction, leads by example and demonstrates the ability to carry out the organization's vision; assists others to realize and develop their potential.
- Empowering others & building trust: creates an atmosphere of trust and an enabling environment where staff can contribute their best and develop their potential.
- Strategic thinking and vision: works strategically to realize the Organization's goals and communicates a clear strategic direction.

**Additional Notes:**

IOM is committed to a diverse and inclusive environment. External and internal candidates are eligible to apply for this vacancy. For the purpose of the vacancy, internal candidates are considered as first-tier candidates and will be given priority over external applicants if they meet the minimum requirements.

The appointment is subject to funding confirmation.

Appointment will be subject to certification that the candidate is medically fit for appointment and obtains nationality ID or valid residency/work permit.

**Method of application:**

If you are qualified for this position, please email the following to [pretoriacvs@iom.int](mailto:pretoriacvs@iom.int) under the REFERENCE: VNSA2023/09 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/careers>

When you send your application, please specify the Vacancy reference number i.e. VNSA2023/09 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, 23<sup>rd</sup> June 2023. Only shortlisted candidates will be contacted.

**ENQUIRIES IN RESPECT TO THE JOB DESCRIPTION AND APPLICATION MAY BE DIRECTED TO THE SAME EMAIL ADDRESS**