



International Organization for Migration (IOM)

The UN Migration Agency

## Vacancy Announcement

**Vacancy/Reference Number:** VNSA2023/16

**Position Title:** Operations Assistant-Team Leader (Field Support)

**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:** 03 January 2024

### **Context:**

Under the general supervision of the Chief of Mission and the direct supervision of the Operations Manager, the Operations Assistant - Team Leader (Field Support) is responsible for undertaking movement operations activities in the field, with the following duties and responsibilities:

### **Responsibilities and Accountabilities**

1. Undertake field activities in an assigned area or areas, such as at an airport, transit center, third-party facility, camp-based operation or sub-office, or in relation to transportation. As required, monitor and guide teams of Operations Clerks and Operations Assistants in completing field support activities.
2. In coordination with the Operations Manager, lead Field Support Teams as they perform airport services, as well as perform airport services when required, such as providing custodial care of travel documentation; verifying identities and documentation, including exit permissions, visas, tickets and other items in the travel bag; assisting with airport formalities, including flight arrivals, curbside assistance, check-in, luggage formalities, immigration procedures, security screening systems and customs clearance; escorting arriving individuals to ground transportation and departing individuals to their gates; visually confirming flights have departed; ensuring individuals with special needs or equipment receive appropriate support; and, as needed, sending notifications using relevant systems.
3. Lead Field Support Teams as they assist individuals at transit centers or third-party facilities, including upon arrival with sign-in, verification of identity, orientation, food and non-food items and room assignments; during their stay with food and non-food items, instructions, briefings, activities and resolution of issues; and upon departure for medical appointments, return travel or onward travel with briefings, luggage support and transition to transportation. Enter and update relevant data in the appropriate systems and ensure vulnerable individuals are assisted in a manner that ensures their safety, security and comfort; report all issues immediately to the appropriate supervisor(s).
4. Assist in the coordination of timely and adequate services for meals, snacks and water for individual staying at Transit Centers, third-party facilities or during transit in airports and other locations. Work closely with the service provider to ensure meals are culturally appropriate and to reduce the level of waste while keeping the quality of the food at the highest standard.
5. Work with units and departments and beneficiaries on pre-departure formalities including but not limited to travel loans, luggage, prohibited items, bag tags and clothing/shoes. Assist with daily discussions with beneficiaries on cleanliness, litter and hygiene. Keep all posters and

informational messages up-to-date and placed in visible locations.

6. Provide assistance at transit centers and third-party facilities for extended periods of up to 12 hours and during overnight periods, ensuring the needs of individuals are met throughout their stay. Communicate promptly with third-party facility representatives and/or supervisors if issues arise.
7. Lead the coordination of transportation from consolidation points, transit centers and third-party facilities, including liaising with service providers, ensuring the identity verification, readiness and organization of individuals being transported, and providing relevant briefings. Ensure baggage sorting, tagging and handling is done appropriately and arrange for individuals to be escorted on transportation as needed. Ensure persons with special needs are provided with appropriate services and report any issues to supervisors immediately.
8. Provide selection mission support, exit permit support and/or interpretation services for individuals at the airport, in transit centers, camps, consolidation points and third-party facilities or during transport by air, ground or water.
9. Provide regular feedback on work being accomplished to Operations Manager and keep supervisors immediately informed of any issues requiring their attention.
10. Alert Operations Manager or management of any non-compliance to SOPs or codes of conduct by IOM staff members or partners.
11. Perform such other duties as may be assigned.

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

#### **Education:**

- Five years of working experience with secondary [high school] education
- Three years of working experience with Bachelor's degree in Business

#### **Experience:**

Prior Movement Operations or transportation experience is a strong advantage.

#### **Skills:**

- Strong computer skills - Word, Excel and Internet; and Amadeus is a strong 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 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.

**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: VNSA2023/16 in the subject line of your email:

- a. Letter of motivation
- b. Up-to-date Resume/CV
- c. Copy of ID
- d. 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. VNSA2023/16 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 Wednesday, 03 January 2024. Only shortlisted candidates will be contacted.

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