



International Organization for Migration (IOM)

The UN Migration Agency

Vacancy Announcement

Vacancy/Reference Number: VNSA2024/01

Position Title: Senior Operations Assistant - Field Support

Position Grade: G6 ([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: 12 February 2024

Context:

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

Responsibilities and Accountabilities

1. Coordinate a team or teams of up to a total of eight staff members undertaking 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, including supporting 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 field support activities.
2. Coordinate the efficient and effective management of airport services, including care and verification of travel documentation; assistance with airport formalities; escorts for arriving and departing individuals; ensuring individuals with special needs or equipment receive appropriate support; and sending notifications using relevant systems. Schedule daily work for Field Support staff, ensuring adequate coverage for all flight arrivals and departures based on advanced booking notifications (ABNs) and onward movements, and ensure staff have adequate power and IT availability to complete their work. Handle all urgent issues as they occur and process relevant financial paperwork in coordination with IOM management.
3. Coordinate staff as they assist individuals at transit centers or third-party facilities throughout their stay. Coordinate with Movement Operations Manager to maintain an organized flow of individuals and their luggage through arrival and departure procedures at the facility; track relevant information regarding flight data and ensure team members are updated on departure times, delays and cancellations; work with staff to ensure luggage and medical checks are organized in an efficient manner; under the supervision of Movement Operations Manager, create the weekly shift schedule and assign tasks, ensuring coverage is adequate to maintain a safe, secure and clean environment; report regularly to management on long-stayers and other relevant issues, employing creative problem solving as needed to handle problems. In coordination with Movement Operations Manager, handle financial paperwork.
4. Coordinate 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, ensuring staff members 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. Coordinate pre-departure formalities including but not limited to travel loans, luggage, prohibited items, bag tags and clothing/shoes. Schedule and supervise daily discussions with individuals staying in facilities on cleanliness, litter and hygiene. Ensure all posters and informational messages are up-to-date and placed in visible locations.
6. Provide oversight 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 management if issues arise.
7. Supervise the coordination of transportation from consolidation points, transit centers and third-party facilities, including liaising with service providers, supervising staff as they ensure the identity verification, readiness and organization of individuals being transported, and preparing and supervising relevant briefings. Ensure baggage sorting, tagging and handling is done appropriately and that staff members 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. Coordinate 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. Under the close supervision of Movement Operations Manager, liaise as needed with other Teams and Units in IOM South Africa and with external partners such as airport and government authorities, relevant embassies, and the United Nations High Commissioner for Refugees (UNHCR). Provide regular feedback on work being accomplished to the Movement Operations Manager and keep supervisors immediately informed of any issues that arise.
10. Train Field Support Team members as needed to efficiently and effectively manage their work, conduct quality assurance, and to monitor and guide other Field Support staff members and activities.
11. Alert Movement Operations Manager or management of any non-compliance to SOPs or codes of conduct by IOM staff members or partners.
12. Perform such other duties as may be assigned.

Required Qualifications and Experience:

Education:

- Six years of working experience with secondary [high school] education
- Four years of working experience with Bachelor's degree

Experience:

Prior Movement Operations or transportation-related and/or management 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.

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.

Internals of the Organization and NMS candidates, as well as external female candidates, will be considered as first-tier candidates. This vacancy is also open to second-tier candidates.

The appointment is subject to funding confirmation.

Appointment will be subject to certification that the candidate is medically fit for appointment, accreditation, any residency or visa requirements, and security clearances.

Method of application:

If you are qualified for this position, please email the following to pretoriacvs@iom.int under the REFERENCE: VNSA2024/01 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. VNSA2024/01 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 Monday, 12 February 2024.

Only shortlisted candidates will be contacted.

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

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.