



International Organization for Migration (IOM)
The UN Migration Agency

Vacancy Announcement

Vacancy/Reference Number: VNSA2024/02

Position Title: Senior Operations Assistant – (Movements)

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

Responsibilities and Accountabilities

1. Oversee up to eight staff members coordinating, scheduling and booking travel upon receipt of a 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. Support 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 movements activities.
2. Oversee the organization and completion of 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).
3. Ensure compliance with program-specific SOPs for different migrant types and other modes of travel by air, land or sea. Supervise the distribution of travel information to internal and external stakeholders.
4. Oversee Movements team 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. Ensure paperwork is accurate and timely.
5. Oversee the creation of movement data files, by ABN, for all individuals in accordance with SOPs and for IOM accountability.
6. In accordance with local practices and RMM guidelines and standards, and in close coordination with supervisors, oversee Movements team members as they identify and assign escorts to accompany vulnerable individuals.
7. Oversee identity and document verification prior to the distribution of travel documentation to refugees, immigrants and migrants.
8. Oversee 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. Under the close supervision of Operations Associate (Movements and Data Processing), 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 Operations Associate (Movements and Data Processing) and keep supervisors immediately informed of any issues that arise.

10. 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).
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 (Movements and Data Processing) 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; 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.

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: VNSA2024/02 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. VNSA2024/02 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.