



International Organization for Migration (IOM)
The UN Migration Agency

Vacancy Announcement

Vacancy/Reference Number: VNSA2024/07

Position Title: Operations Assistant (Data Processing)

Position Grade: G5 (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: 12 February 2024

Context:

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

Responsibilities and Accountabilities

1. Record demographic and biographic information in MiMOSA upon receipt of the request for travel while confirming receipt to third parties, such as an embassy or Resettlement Support Center (RSC) and notify the Senior Operations Assistant (Data Processing), of the receipt of new requests for travel assistance.
2. Secure, and account for travel documents in accordance with the local Standard Operating Procedures (SOPs). Ensure secure storage of documentation and data in accordance with IOM principles and guidelines while guaranteeing limited access to physical files.
3. Process exit permits in close coordination with supervisors and other IOM colleagues and relevant authorities.
4. Ensure the issuance and timely dispatch of travel documents with Operations colleagues, from booking notifications to logistical assistance with exit processes closely coordinated.
5. Prepare all travel-ready documentation for transfer to Field Support colleagues in collaboration and coordination with supervisors while ensuring the travel bag has all necessary documentation to depart the country.
6. Prepare reports as requested on the receipt of documentation to time of service delivery; inform supervisors on possible issues which need attention and suggest corrective actions. Report any problems encountered like denials of exit permits, reasons for such denials and possible solutions.
7. Assist in preparing regular data mining reports in order to ensure that MiMOSA is up-to-date, accurate and maintains the integrity of relevant Movement Operations projects.
8. Provide regular feedback on work being accomplished to the Senior Operations Assistant (Data Processing), and keep supervisors immediately informed of any issues that arise.
9. Demonstrate an in-depth understanding of relevant Movement Operations SOPs and Movements-related systems and databases, 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.)

10. Maintain and ensure the confidentiality and integrity of all relevant paperwork in line with standards of conduct and data protection rules. Alert Senior Operations Assistant (Data Processing), 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:

- Completed secondary [high school] education required
- Five years of relevant working experience; three years of working experience with a Bachelor's degree

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 systems (including iGATOR, MiMOSA, SAR 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:

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: VNSA2024/07 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. VNSA2024/07 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.