



VN IE-018-2024

Open to Internal and External Candidates

Position Title : **Operations Assistant, Movements**

Duty Station : **Dublin, Ireland**

Classification : **General Service G5**

Type of Appointment: **One Year Fixed Term, with possibility of extension**

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

Closing Date : **03.04.2024**

Established in 1951, IOM is a Related Organization of the United Nations, and as the leading UN agency in the field of migration, works closely with governmental, intergovernmental and non-governmental partners. IOM is dedicated to promoting humane and orderly migration for the benefit of all. It does so by providing services and advice to governments and migrants.

IOM is committed to a diverse and inclusive environment. Internal and external candidates are eligible to apply to this vacancy.

Context:

Since the inception of IOM in 1951, Movement Operations have been and continue to be a fundamental pillar of the Organization's work. The organized movement of persons in need of international migration assistance is a primary mandate of the Organization and a cornerstone of IOM's operations. This mandate has resulted in the international transport of more than 15 million migrants and refugees worldwide. Movement Operations departments in various IOM missions, coordinated under the division of Resettlement and Movement Management (RMM) in the Department of Operations and Emergencies (DOE) at IOM's Geneva Headquarters, are responsible for all aspects of travel for migrants and refugees under IOM's auspices, in accordance with the various framework agreements with resettlement and receiving Governments and partners across the spectrum of the Organization's programmes.

Under the overall supervision of the Chief of Mission (CoM) in Ireland, under the guidance of Head of Unit, Operations and under the direct supervision of Operations Associate and, in collaboration with Operations Assistants and relevant units at Headquarters and the Administrative Centres, the successful candidate will be responsible and accountable for supervising all movement operations activities in Ireland, with the following duties and responsibilities:

Core Functions / Responsibilities:

- Coordinate, schedule and book travel for individuals upon receipt of 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.
- Organize and complete 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). Under the supervision of the Project Associate distribute travel information to internal and external stakeholders.
- Compile and analyse 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.
- Create movement data files, by ABN, for all individuals in accordance with SOPs and for IOM accountability.
- In accordance with local practices and RMM guidelines and standards, and in close coordination with supervisors, identify and assign escorts to accompany vulnerable individuals.
- In coordination with Project Associate, process exit permission paperwork and ICRC Travel Documents in accordance with established standards and the local guidelines.
- Conduct identity and document verification prior to the distribution of travel documentation to refugees, immigrants and migrants.
- Conduct 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.
- Provide regular feedback on work being accomplished to the Senior Project Associate and keep supervisors immediately informed of any issues that arise.
- Demonstrate an in-depth 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).
- Maintain and ensure the confidentiality and integrity of all relevant paperwork in line with standards of conduct and data protection rules. Alert Project Associate or management of any non-compliance to SOPs or codes of conduct by IOM staff members or partners.
- Perform such other duties as may be assigned.

Required Qualifications and Experience:

Education:

- Five years of relevant working experience with secondary education;
- Three years of relevant working experience with Bachelor's degree in Social Studies, Political Science, International Relations, Psychology or related fields.

Experience:

- Prior Movement Operations, transportation-related and/or management experience a strong advantage.
- Prior work experience with international humanitarian organizations, non-government or government institutions/organization in a multi-cultural setting is an advantage.
- Experience in working with migrants, refugees, internally displaced persons, victims of trafficking and other vulnerable groups;
- Experience working in a multi-cultural setting.

Skills:

- Advanced communication 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.
- Good administrative, reporting, and organizational skills.

Languages:

Fluency in English (oral and written) is required.

Required Competencies:

Values - All IOM staff members must abide by and demonstrate these five values:

- Inclusion and respect for diversity: Respects and promotes individual and cultural differences. Encourages diversity and inclusion.
- 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.
- Courage: Demonstrates willingness to take a stand on issues of importance.
- Empathy: Shows compassion for others, makes people feel safe, respected and fairly treated.

Core Competencies – behavioral 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 actions and delegated work.
- **Communication:** Encourages and contributes to clear and open communication. Explains complex matters in an informative, inspiring and motivational way.

IOM's competency framework can be found at this [link](#).
Competencies will be assessed during a competency-based interview.

Other:

As part of the mandatory medical entry on duty clearance, candidates will be requested to provide evidence of full vaccination against COVID-19

Any offer made to the candidate in relation to this vacancy notice is subject to funding confirmation.

Appointment will be subject to certification that the candidate is medically fit for appointment, and verification of residency, visa and authorizations by the concerned Government, where applicable.

This post is subject to local recruitment. **Only persons holding a valid residence and work permit for Ireland will be eligible for consideration.**

How to apply:

Please apply to the job post [here](#), sharing your updated CV and Cover letter explaining your interest in the role.

Please note that only shortlisted candidates will be contacted for an interview, soon after the closing of the Vacancy.

Posting period: From 20.03.2024 to 03.04.2024.