

**POST DESCRIPTION**

<b>I. POSITION INFORMATION</b>	
Vacancy Notice	IOM/KSU/022/2023
Position title	National Movements Operations Officer (Field Support)
Position grade	NO-B
Duty station	Kasulu/Makere, United Republic of Tanzania
Position number	To be created
Durations	One Year Fixed-Term Contract with possibility of extension
Job family	Operations
Organizational unit	Movement Operations
Reports directly to	Movement Operations Officer (Field Support)
Overall Supervised by	Movement Operations Manager
<b>II. ORGANIZATIONAL CONTEXT AND SCOPE</b>	
<p>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.</p> <p><b>Context:</b></p> <p>Under the general supervision of the Movement Operations Manager and the direct supervision of the Movement Operations Officer (Field Support), is responsible for supervising movement operations activities in the field, with the following duties and responsibilities:</p>	
<b>III. RESPONSIBILITIES AND ACCOUNTABILITIES</b>	
<ol style="list-style-type: none"> <li>1. Oversee up to four teams of 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.</li> <li>2. Oversee the efficient and effective management of airport services for arriving and departing individuals, including in relation to documentation, luggage, escorts and special services. Ensure staff at airports deliver the highest quality service possible and interact in the</li> </ol>	

appropriate way with airport and government officials and handle urgent issues as they occur. Monitor the work schedule, ensuring there is adequate coverage for daily flights, and validate all hours worked for HR. Process relevant financial paperwork for airport services in coordination with the IOM finance department.

3. Oversee staff as they assist individuals at transit centers or third-party facilities. Monitor the weekly shift schedule, ensuring coverage is adequate to maintain a professional, safe, secure and clean environment; address issues as they arise. Continually seek ways in which IOM can improve services, including in relation to food, water, non-food items, shelter, sanitation, briefings, signage and youth services; for third party facilities, regularly conduct checks to ensure accommodation is up to IOM standards. Manage assets and inventories, ensuring stocks are continually acceptable, supervise quality control of vendors, and manage the fleet of transit center vehicles and related driving schedules, staff and paperwork, if relevant. In coordination with the finance and procurement units, handle all paperwork related to facilities, including payment and procurement requests.
4. Oversee staff undertaking 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 meal providers to ensure meals are culturally appropriate, hygienic and cost efficient; as needed, identify new vendors to provide services and negotiate agreements with them.
5. Ensure selection mission support, exit permit support and interpretation services are coordinated for individuals at the airport, in transit centers, camps, consolidation points and third-party facilities or during transport by air, ground or water, according to the highest ethical standards and guidelines established by IOM. Handle financial paperwork related to selection mission, exit permit or interpretation services as needed.
6. Supervise the coordination of transportation from consolidation points, transit centers and third-party facilities, including liaising with service providers and supervising staff as all related activities are undertaken. Regularly review service providers to ensure they meet IOM standards. Ensure persons with special needs are provided with appropriate services and continually seek ways in which services can be expanded and improved to meet their needs.
7. Liaise with Units in IOM Tanzania and with external partners such as airport and government authorities, relevant embassies, and the United Nations High Commissioner for Refugees (UNHCR) in a positive and productive manner. As needed, represent IOM at partner meetings and conferences.
8. Supervise quality assurance procedures of Field Support services, ensuring quality assurance checks are being regularly undertaken by

staff members overseeing day-to-day activities. Report any anomalies or issues with Field Support relevant data to Movement Operations Officer-Field Support.

9. Supervise the handling of at-risk and sensitive cases in accordance with IOM's policies, procedure and guidance in the Movement Management Manual (MMM), including assistance for unaccompanied refugee minors (URMs) while ensuring that IOM is adequately training staff members on working with at-risk and sensitive cases and is mainstreaming prevention of sexual exploitation and abuse (PSEA) through the awareness and training sessions for staff and service-providers.
10. Ensure incident reports are prepared, submitted and responded to in an efficient manner and communicate promptly to management and staff about all incidents that occur while suggesting methods of improving service and reducing incidents related to arriving and departing flights, transit and facilities to Movement Operations Officer when needed.
11. Prepare statistics and report regularly to the Movement Operations Officer on relevant activities, problems and solutions related to Field Support while working to streamline how reports are prepared and presented in order to improve services.
12. Demonstrate a comprehensive understanding of relevant Movement Operations SOPs, 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). Develop and revise SOPs as needed. Ensure staff members conduct themselves according to the code of conduct and with a high level of integrity at all times.
13. Alert Movement Operations Officer or management of any non-compliance to SOPs or codes of conduct by IOM staff members or partners.
14. Perform such other duties as may be assigned.

#### **IV. COMPETENCIES**

The incumbent is expected to demonstrate the following technical and behavioural competencies:

##### **Behavioural**

##### **Accountability**

- Accepts and gives constructive criticism
- Follows all relevant procedures, processes, and policies
- Meets deadline, cost, and quality requirements for outputs
- Monitors own work to correct errors
- Takes responsibility for meeting commitments and for any shortcomings

**Client Orientation**

- Identifies the immediate and peripheral clients of own work
- Establishes and maintains effective working relationships with clients
- Identifies and monitors changes in the needs of clients, including donors, governments, and project beneficiaries
- Keeps clients informed of developments and setbacks
- Continuous Learning
- Contributes to colleagues' learning
- Demonstrates interest in improving relevant skills
- Demonstrates interest in acquiring skills relevant to other functional areas
- Keeps abreast of developments in own professional area

**Communication**

- Actively shares relevant information
- Clearly communicates, and listens to feedback on, changing priorities and procedures
- Writes clearly and effectively, adapting wording and style to the intended audience
- Listens effectively and communicates clearly, adapting delivery to the audience

**Creativity and Initiative**

- Actively seeks new ways of improving programmes or services
- Expands responsibilities while maintaining existing ones
- Persuades others to consider new ideas
- Proactively develops new ways to resolve problems

**Leadership and Negotiation**

- Convinces others to share resources
- Actively identifies opportunities for and promotes organizational change
- Presents goals as shared interests
- Articulates vision to motivate colleagues and follows through with commitments

**Performance Management**

- Provides constructive feedback to colleagues
- Identifies ways for their staff to develop their abilities and careers
- Provides fair, accurate, timely, and constructive staff evaluations
- Uses staff evaluations appropriately in recruitment and other relevant HR procedures
- Holds directly reporting managers accountable for providing fair, accurate, timely, and constructive staff evaluation

**Planning and Organizing**

- Sets clear and achievable goals consistent with agreed priorities for self and others
- Identifies priority activities and assignments for self and others
- Organizes and documents work to allow for planned and unplanned

handovers

- Identifies risks and makes contingency plans
- Adjusts priorities and plans to achieve goals
- Allocates appropriate times and resources for own work and that of team members

**Professionalism**

- Masters subject matter related to responsibilities
- Identifies issues, opportunities, and risks central to responsibilities
- Incorporates gender-related needs, perspectives, and concerns, and promotes equal gender participation
- Persistent, calm, and polite in the face of challenges and stress
- Treats all colleagues with respect and dignity
- Works effectively with people from different cultures by adapting to relevant cultural contexts
- Knowledgeable about and promotes IOM core mandate and migration solutions

**Teamwork**

- Actively contributes to an effective, collegial, and agreeable team environment
- Contributes to, and follows team objectives
- Gives credit where credit is due
- Seeks input and feedback from others
- Delegates tasks and responsibilities as appropriate
- Actively supports and implements final group decisions
- Takes joint responsibility for team's work

**Technological Awareness**

- Learns about developments in available technology
- Proactively identifies and advocates for cost-efficient technology solutions
- Understands applicability and limitation of technology and seeks to apply it to appropriate work

**Resource Mobilization**

- Establishes realistic resource requirements to meet IOM needs

Technical

- Delivers on set objectives in hardship situations;
- Effectively coordinates actions with other implementing partners;
- Works effectively with local authorities, stakeholders, beneficiaries, and the broader community to advance country office or regional objectives.

**V. EDUCATION AND EXPERIENCE**

**EDUCATION:**

- Four years of working experience with Bachelor’s degree or
- Two years of working experience with Master’s degree.

**EXPERIENCE:**

- Experience in Movement Operations especially with IOM, is highly preferred.
- Knowledge of Movement Operations program implementation and familiarity with IOM's administrative, financial and business rules and practices is desirable.
- Strong written and verbal communication skills and ability to effectively communicate with and lead a team.
- Demonstrated proficiency with IGator.
- Excellent computer skills and a high level of proficiency in spreadsheet and database applications.

**VI. LANGUAGES**

## Required

## Advantageous

Fluency in both written & spoken English and Kiswahili are required.

Working knowledge of French or Spanish is an advantage.

## Notes

- 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.

**OTHER:**

The UN system in Tanzania provides a work environment that reflects the values of gender equality, teamwork, diversity, integrity, a healthy balance of work and life and equal opportunities for all, including persons with disability.

Female candidates and qualified persons with disabilities are encouraged to apply for UN vacancies and are protected from discrimination during all stages of employment.

**NO FEES:**

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.

**HOW TO APPLY:**

Interested candidates should fill in the PH form, submit CV's and

cover letter indicating Vacancy Number with 3 professional references and contacts to email address: [tzvacancy@iom.int](mailto:tzvacancy@iom.int)

The vacancy is open for both internal and External candidates Tanzanian national only.

Only e-mail applications will be considered.

For further information, please refer to: <https://tanzania.iom.int/careers>

**Posting period: From 26<sup>th</sup> July 2023 – 07<sup>th</sup> August 2023**