

# GENERIC POST DESCRIPTION

## SECTION 1

### Position Information

Vacancy Number	IOM/MKR/032/2024
Position Title	Operations Assistant – Team Leader (Field Support)
Position Grade	G5
Duration	1 year with a possibility of extension
Duty Station	Makere, Tanzania United Republic Of
Position Number	To be created
Job Family	Operations
Organizational Unit	Operations
Is this a Regional, HQ, MAC, PAC, Liaison Office, or a Country Office based position?	Country Office
Position rated on	Rated
Reports directly to	Operations Officer (Field Support)
Number of Direct Reports	0

## SECTION 2

### Organizational Context and Scope

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. Movement Operations Units in various IOM Country Offices, coordinated under the Resettlement and Movement Management (RMM) Division in the Department of Mobility Pathways and Inclusion 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 general supervision of the Movements Operations Manager and direct supervision of Operations Officer (Field Support), the Operations Assistant – Team Leader (Field Support) is responsible for undertaking movement operations activities in the field, with the following duties and responsibilities:

## SECTION 3

### Responsibilities and Accountabilities

1. Undertake 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. As required, monitor and guide teams of Operations Clerks and Operations Assistants in completing field support activities.
2. In coordination with the Operations Officer (Field Support) ,lead Field Support Teams as they perform airport services, as well as perform airport services when required, such as providing custodial care of travel documentation; verifying identities and documentation, including exit permissions, visas, tickets and other items in the travel bag; assisting with airport formalities, including flight arrivals, curb-side assistance, check-in, luggage formalities, immigration procedures, security screening systems and customs clearance; escorting arriving individuals to ground transportation and departing individuals to their gates; visually confirming flights have departed; ensuring individuals with special needs or equipment receive appropriate support; and, as needed, sending notifications using relevant systems.
3. Lead Field Support Teams as they assist individuals at transit centers or third-party facilities, including upon arrival with sign-in, verification of identity, orientation, food and non-food items and room assignments; during their stay with food and non-food items, instructions, briefings, activities and resolution of issues; and upon departure for medical appointments, return travel or onward travel with briefings, luggage support and transition to transportation. Enter and update relevant data in the appropriate systems and ensure vulnerable individuals are assisted in a manner that ensures their safety, security and comfort; report all issues immediately to the appropriate supervisor(s).
4. Assist in the coordination of timely and adequate services for meals, snacks and water for individuals staying at Transit Centers, third-party facilities or during transit in airports and other locations. 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. Work with units and departments and beneficiaries on pre-departure formalities including but not limited to travel loans, luggage, prohibited items, bag tags and clothing/shoes. Assist with daily discussions with beneficiaries on cleanliness, litter and hygiene. Keep all posters and informational messages up-to-date and placed in visible locations.
6. Provide assistance at transit centers and third-party facilities for extended periods of up to 12 hours and during overnight periods and weekends, ensuring the needs of individuals are met throughout their stay. Communicate promptly with third-party facility representatives and/or supervisors if issues arise.

7. Lead the coordination of transportation from consolidation points, transit centers and third-party facilities, including liaising with service providers, ensuring the identity verification, readiness and organization of individuals being transported, and providing relevant briefings. Ensure baggage sorting, tagging and handling is done appropriately and arrange for individuals to be escorted on transportation as needed. Ensure people with special needs are provided with appropriate services and report any issues to supervisors immediately.
8. Provide 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. Provide regular feedback on work being accomplished to the Operations Officer (Field Support) and keep supervisors immediately informed of any issues requiring their attention.
10. Alert Operations Officer (Field Support) 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.

#### SECTION 4

### Required Qualifications and Experience

#### EDUCATION

- Completed secondary [high school] education required and 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.

#### SECTION 5

### Languages

#### REQUIRED

For all applicants, fluency in English and Swahili is required (oral and written).

#### DESIRABLE

A working knowledge of French and/or Spanish is an advantage.

## SECTION 6

# Competencies<sup>1</sup>

■ The incumbent is expected to demonstrate the following values and 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 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 actions and delegated work.

**Communication:** Encourages and contributes to clear and open communication. Explains complex matters in an informative, inspiring and motivational way.

### 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.

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<sup>1</sup> Competencies and respective levels should be drawn from the Competency Framework of the Organization.

**HOW TO APPLY:**

Interested candidates should fill in the PH form, submit CV's and cover letter indicating Vacancy Notice number with 3 professional references and contacts to email address: [tzvacancy@iom.int](mailto:tzvacancy@iom.int)

The vacancy is open for 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 30.05.2024 to 12.06.2024**