



GENERIC POST DESCRIPTION

SECTION 1

Position Information

Vacancy Number	IOM/MKR/033/2024
Position Title	National Associate Movement Operations Officer (Movements)
Position Grade	NO-A
Duty Station	Makere, Tanzania United Republic Of
Appointment type	6 Months with a possibility of extension
Position Number	To be created
Job Family	Operations
Organizational Unit	Movement Operations
Is this a Regional, HQ, MAC, PAC, Liaison Office, or a Country Office based position?	Country Office
Position rated on	Pre-classified
Reports directly to	Operations Officer (Field Support)
Number of Direct Reports	Up to 5 Staff members (One Team) (based on RMM Job Architecture Guidlines)

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 Movement Operations Manager, and the direct supervision of Operations Officer (Field Support), the National Associate Movement Operations Officer, is responsible for the following duties and responsibilities.

SECTION 3

Responsibilities and Accountabilities

1. Oversee up to three teams of staff members who are undertaking movements activities in Makere, Tanzania. 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 activities. As needed, monitor the work schedule, validate hours and process relevant financial paperwork in coordination with the IOM Finance Unit.
2. Oversee the completion of all bookings by Movements staff members in accordance with the Handbook of IOM Tariffs (HIT).
3. Facilitate compliance with program-specific Standard Operating Procedures (SOPs) and supervise the distribution of travel information to stakeholders.
4. Oversee the creation of movement data files and oversee Movements staff members as they compile and analyse descriptive statistics.
5. Certify and handle the processing of vendor-incurred costs.
6. Maintain close contacts with airlines on a regular basis and represent the best interest of beneficiaries and clients for competitive fares with the most direct routing.
7. Maintain close contacts with other teams and units in IOM Tanzania and with external partners such as government authorities, relevant embassies and the United Nations High Commissioner for Refugees (UNHCR). As needed, attend partner meetings and conferences.
8. Review the handling of at-risk and sensitive cases by movements personnel in accordance with IOM's policies, procedure and guidance in the Movement Management Manual (MMM), including assistance for unaccompanied refugee minors (URMs). Ensure movements personnel are adequately trained 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.
9. Review quality assurance procedures, ensuring checks are being regularly undertaken by staff members. Prepare statistics and report regularly to the Operations Officer (Field Support) on relevant activities. Work to streamline how reports are prepared and presented in order to improve services and ensure data on all procedures is compiled, summarized and presented in a timely manner.
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 Officer (Field Support) 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.

SECTION 4

Required Qualifications and Experience

EDUCATION

- Master's degree
- University degree with two years of working experience

EXPERIENCE

- Prior Movement Operations experience, especially in IOM, is highly preferred.
- Knowledge of IOM's Movement Operations program implementation and administrative, financial and business rules and practices is desirable.

SKILLS

- Strong written and verbal communication skills and ability to effectively communicate with and lead a team.
- Demonstrated proficiency with IGator, MiMOSA, SAR and Amadeus.
- Excellent computer skills and a high level of proficiency in spreadsheet and database applications.

SECTION 5

Languages

REQUIRED

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

DESIRABLE

Working knowledge of French and/or Spanish is an advantage.

SECTION 6

Competencies¹

■ 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.

¹ Competencies and respective levels should be drawn from the Competency Framework of the Organization.

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 – Choose a level.

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.

---- *If direct reports (10th row above) for PAS is greater than zero, then the managerial competencies below are inserted.* ----

MANAGERIAL COMPETENCIES - Behavioral indicators – Choose a level.

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 leadership and professional potential.

Empowering others: Creates an enabling environment where staff can contribute their best and develop their potential.

Building Trust: Promotes shared values and creates an atmosphere of trust and honesty.

Strategic thinking and vision: Works strategically to realize the Organization's goals and communicates a clear strategic direction.

Humility: Leads with humility and shows openness to acknowledging own shortcomings.

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 Notice number with 3 professional references and contacts to email address: 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