



GENERIC POST DESCRIPTION

SECTION 1

Position Information

VN	IOM/DAR/025/2024
Position Title	Senior Operations Assistant (Data Processing)
Position Grade	G6
Duty Station	Dar es salaam,Tanzania United Republic Of
Durations	1 year Fixed Term
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	Rated
Reports directly to	National Associate Movement Operations Officer
Number of Direct Reports	4

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 the direct supervision of National Associate Movement Operations Officer, the Senior Operations Assistant (Data Processing), is responsible for undertaking data processing activities, with the following duties and responsibilities:

SECTION 3

Responsibilities and Accountabilities

1. Oversee a team or teams of up to a total of eight staff members recording demographic and biographic information in MiMOSA upon receipt of the request for travel and confirming receipt to third parties, such as an embassy or Resettlement Support Center (RSC). 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 data processing activities.
2. Oversee Data Processing team members as they manage, secure, and account for travel documents in accordance with the local Standard Operating Procedures (SOPs). Ensure team members are undertaking secure storage of documentation and data in accordance with IOM principles and guidelines and that all the necessary measures to guarantee limited access to physical files are taken.
3. Oversee Data Processing team members in processing exit permits and travel documents in close coordination with supervisors and other IOM colleagues; this may include direct communication with beneficiaries in relation to required documentation in accordance with SOPs.
4. Ensure staff members prepare all travel documentation required for the exit process and submit to relevant authorities for approval, following up on exit permit requests and clearances in a timely manner.
5. Oversee the issuance and timely dispatch of travel documents with Operations colleagues, from booking notifications to logistical assistance, with exit processes closely coordinated.
6. Oversee the preparation of 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.

7. Oversee the preparation of reports on the receipt of documentation to time of service delivery; inform management of possible issues which need attention and suggest corrective actions. Report to management any problems encountered like denials of exit permits, reasons for such denials and possible solutions.
8. Oversee the preparation of regular data mining reports in order to ensure that MiMOSA is up-to-date, accurate and maintains the integrity of relevant Movement Operations projects.
9. Under the close supervision of [National Associate Movement Operations Officer, liaise as needed with other teams and units in IOM, Tanzania United Republic Of and with external partners such as airport and government authorities, relevant embassies, and the United Nations High Commissioner for Refugees (UNHCR). Provide regular feedback on work being accomplished to the National Associate Movement Operations Officer keep supervisors immediately informed of any issues that arise.
10. 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.)
11. Maintain and ensure the confidentiality and integrity of all relevant paperwork in line with standards of conduct and data protection rules. Alert [National Associate Movement Operations Officer 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

- Six years of working experience with secondary [high school] education;
- Four years of working experience with Bachelor's degree in related field.

EXPERIENCE

- Prior Movement Operations, transportation-related and/or management experience 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 distinct advantage.

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.

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 - Behavioural indicators – Level 2

Teamwork: Develops and promotes effective collaboration within and across units to achieve shared goals and optimize results.

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

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.

MANAGERIAL COMPETENCIES - Behavioural indicators – Level 2

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 09th April 2024 to 22nd April 2024