



# GENERIC POST DESCRIPTION

## SECTION 1

### Position Information

SVN	IOM/DAR/015/2023
Position Title	Operations Assistant (Data Processing)-1 Position
Position Grade	G5
Duty Station	Dar es Salaam, United Republic of Tanzania
Type of Appointment & Durations	Special Short Term Graded Contract - 6 months with possibility of extension
Position Number	To be created
Job Family	Operations
Organizational Unit	Operations Unit
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 Associate, Movement and Data Processing
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. 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 general supervision of the Chief of Mission, in coordination with the Movements Operations Manager and the direct supervision of Operations Associate, Movements & Data Processing, the Operations Assistant (Data Processing), is responsible for the following duties and responsibilities.

### SECTION 3

## Responsibilities and Accountabilities

1. Record demographic and biographic information in MiMOSA upon receipt of the request for travel while confirming receipt to third parties, such as an embassy or Resettlement Support Center (RSC). Notify the Operations Associate, Movements and Data Processing of the receipt of new requests for travel assistance.
2. Secure, and account for travel documents in accordance with the local Standard Operating Procedures (SOPs). Ensure secure storage of documentation and data in accordance with IOM principles and guidelines while guaranteeing limited access to physical files.
3. Process exit permits in close coordination with supervisors and other IOM colleagues and relevant authorities.
4. Ensure the issuance and timely dispatch of travel documents with Operations colleagues, from booking notifications to logistical assistance with exit processes closely coordinated.
5. Prepare 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.
6. Prepare reports as requested on the receipt of documentation to time of service delivery; inform supervisors on possible issues which need attention and suggest corrective actions. Report any problems encountered like denials of exit permits, reasons for such denials and possible solutions.
7. Assist in preparing regular data mining reports in order to ensure that MiMOSA is up-to-date, accurate and maintains the integrity of relevant Movement Operations projects.
8. Provide regular feedback on work being accomplished to the Operations Associate, Movement and Data Processing and keep supervisors immediately informed of any issues that arise.
9. 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).

10. Maintain and ensure the confidentiality and integrity of all relevant paperwork in line with standards of conduct and data protection rules. Alert Operations Associate, Movement and Data Processing Assistant 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 & EXPERIENCE

- Completed secondary [high school] education with Five Years of relevant experience
- Bachelor's degree with Three Years of working experience
- Prior Movement Operations or transportation experience is 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 strong advantage.

#### SECTION 5

### Languages

#### REQUIRED

Fluency in English is required (oral and written).

#### DESIRABLE

Working knowledge of French and/or Spanish.

#### 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.

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

**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 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.

### **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 06th December 2023– 19th December 2023**