



POST DESCRIPTION

I. POSITION INFORMATION	
Vacancy Announcement	VN - IOM/DAR/020/2021
Position title	Operations Assistant (Movements)
Position grade	G.5
Duty station	Dar es Salaam, Tanzania
Position number	To be created
Job family	Operations
Organizational unit	Movement Operations
Is this a Regional, HQ, MAC, PAC, Liaison Office or Country Office based position?	Country-office based position
Appointment type	One Year Fixed Term, with possible extension
Reports directly to	Operations Associate, Movements & Data Processing
Number of Direct Reports	0
VACANCY-SPECIFIC INFORMATION	
II. ORGANIZATIONAL CONTEXT AND SCOPE	
<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 Units in various IOM Country Offices, coordinated under the Division of Resettlement and Movement Management (RMM) in the Department of Operations and Emergencies (DOE) at IOM's Geneva Headquarters (HQ), 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>Under the general supervision of the Movement Operations Manager and the direct supervision of the Operations Associate, Movements & Data Processing, the Operations Assistant (Movements) is responsible for undertaking movements activities, with the following duties and responsibilities:</p>	
III. RESPONSIBILITIES AND ACCOUNTABILITIES	
<ol style="list-style-type: none"> 1. Coordinate, schedule, and book travel for individuals upon receipt of travel-ready status and/or request in accordance with travel requirements, including but not limited to the distribution of Advance Booking Notifications (ABNs), updates, domestic flights, cancellations, and departure notifications. 2. Organize and complete all bookings in a timely manner and in accordance with the Handbook of IOM Tariffs (HIT) and standard operating procedures (SOPs) from the Division of Resettlement and Movement Management (RMM). Under the supervision of the Operations Associate, Movements & 	

Data Processing. distribute travel information to internal and external stakeholders.

3. Compile and analyse descriptive statistics, using I-GATOR to capture costs and prepare travel loan paperwork as specified in SOPs and in accordance with host government's procedures.
4. Create movement data files, by ABN, for all individuals in accordance with SOPs and for IOM accountability.
5. In accordance with local practices and RMM guidelines and standards, and in close coordination with supervisors, identify and assign escorts to accompany vulnerable individuals.
6. In coordination with Operations Associate, Movements & Data Processing, process exit permission paperwork and ICRC Travel Documents in accordance with established standards and the local guidelines.
7. Conduct identity and document verification prior to the distribution of travel documentation to refugees, immigrants, and migrants.
8. Conduct pre-departure counselling on pre-embarkation procedures and special needs during travel (such as meals, medication, wheelchairs, and medical conditions) as needed. Identify beneficiary vulnerabilities and coordinate appropriate action to ensure they are addressed.
9. Provide regular feedback on work being accomplished to the Operations Associate, Movements & Data Processing and 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 (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 Associate, Movements & Data Processing, 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.

IV. REQUIRED QUALIFICATIONS AND EXPERIENCE

EDUCATION	
<ul style="list-style-type: none"> Completed secondary [high school] education required with five years of relevant working experience in social science or business administration or related field. Bachelor's degree social science or business administration with three years of working experience. 	
EXPERIENCE	
<ul style="list-style-type: none"> At least 5 years' experience in an airline or busy travel agency carrying out similar tasks. Proficiency in AMADEUS or other airlines Computer reservations system Previous experience in experience with NGO 's or international organizations is an added advantage. Overall knowledge of USRAP , Australian , Canadian and European IOM resettlement procedures is a critical advantage. Prior Movement Operations or transportation experience is a strong advantage. 	
SKILLS	
<ul style="list-style-type: none"> Strong computer skills - Word, Excel, and Internet; experience with Movement Operations-related databases and systems (including iGATOR, MiMOSA, SAR and Amadeus) is a strong advantage. 	
V. LANGUAGES	
Required <i>(specify the required knowledge)</i>	Advantageous
For this position, fluency in English and Kiswahili is required (oral and written).	Working knowledge of French and/or Spanish is an advantage.
VI. COMPETENCIES ¹	
<p>The successful candidate is expected to demonstrate the following values and competencies:</p> <p>Values</p> <ul style="list-style-type: none"> <u>Inclusion and respect for diversity</u>: respects and promotes individual and cultural differences; encourages diversity and inclusion wherever possible. <u>Integrity and transparency</u>: maintains high ethical standards and acts in a manner consistent with organizational principles/rules and standards of conduct. <u>Professionalism</u>: demonstrates ability to work in a composed, competent and committed manner and exercises careful judgment in meeting day-to-day challenges. 	

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

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 action and delegated work.
- Communication: encourages and contributes to clear and open communication; explains complex matters in an informative, inspiring and motivational way.

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 tzvacancy@iom.int

Only electronic applications will be accepted

Kindly note only shortlisted candidates will be contacted & Vacancy is open for Tanzanian nationals.

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

Posting period: From 23rd August – 05th September 2021