

Position Title : **Operations Officer (Field Support)**
Duty Station : **Kasulu, Tanzania, United Republic of**
Classification : **Professional Staff, Grade P2**
Type of Appointment : **Fixed term, one year with possibility of extension**
Estimated Start Date : **As soon as possible**
Closing Date : **09 January 2023**

Established in 1951, IOM is a Related Organization of the United Nations, and as the leading UN agency in the field of migration, works closely with governmental, intergovernmental and non-governmental partners. IOM is dedicated to promoting humane and orderly migration for the benefit of all. It does so by providing services and advice to governments and migrants.

IOM is committed to a diverse and inclusive work environment. Read more about diversity and inclusion at IOM at www.iom.int/diversity.

Applications are welcome from first- and second-tier candidates, particularly qualified female candidates as well as applications from the non-represented member countries of IOM. For all IOM vacancies, applications from qualified and eligible first-tier candidates are considered before those of qualified and eligible second-tier candidates in the selection process.

For the purpose of this vacancy, the following are considered first-tier candidates:

1. Internal candidates
2. Candidates from the following non-represented member states:
[Antigua and Barbuda](#); [Aruba \(Netherlands\)](#); [Botswana](#); [Cabo Verde](#); [Comoros](#); [Congo \(the\)](#); [Cook Islands](#); [Curaçao](#); [Fiji](#); [Grenada](#); [Guinea-Bissau](#); [Holy See](#); [Iceland](#); [Kingdom of Eswatini](#); [Kiribati](#); [Lao People's Democratic Republic \(the\)](#); [Madagascar](#); [Marshall Islands](#); [Micronesia \(Federated States of\)](#); [Namibia](#); [Nauru](#); [Palau](#); [Saint Kitts and Nevis](#); [Saint Lucia](#); [Saint Vincent and the Grenadines](#); [Samoa](#); [Sao Tome and Principe](#); [Seychelles](#); [Solomon Islands](#); [Suriname](#); [The Bahamas](#); [Timor-Leste](#); [Tonga](#); [Tuvalu](#); [Vanuatu](#)

Second tier candidates include:

All external candidates, except candidates from non-represented member states.

Context:

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 and the direct supervision of Movements Operations Officer and in coordination with the Head of Sub office Operations Officer (Field Support), the Operations Officer (Field Support) will be responsible for overseeing movement and data processing activities.

Core Functions / Responsibilities:

1. Oversee up to four teams of staff members who are undertaking movement activities, including coordinating, scheduling and booking travel, distributing Advance Booking Notifications (ABNs), and issuing updates on domestic flights, cancellations and departure notifications; or data processing activities, including recording demographic and biographic information in Migrant Management Operational Systems Application (MiMOSA), confirming receipt to third parties, and managing, securing, and accounting for travel documents in accordance with the local standard operating procedures (SOPs).
2. Promote staff development processes such as hiring, providing training, assigning duties, and giving constructive feedback to staff members on their performance on a regular basis to ensure high quality work and the accurate completion of activities.
3. Oversee the organization and completion of all bookings by Movements staff members in a timely manner and in accordance with the Handbook of IOM Tariffs (HIT). Ensure compliance with program-specific SOPs for different migrant types and other modes of travel by air, land, or sea. Supervise the distribution of travel information to internal and external stakeholders.
4. Oversee the creation of movement data files, by ABN, for all individuals in accordance with SOPs. Oversee Movements staff members as they 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. Certify vendor-incurred costs and verify charges for beneficiary movements; capture costs in the movement cost report, monitor cost settlement and transfer to financial accounting.
5. Ensure Data Processing staff members are undertaking secure storage of documentation and data in accordance with IOM principles and guidelines, that they are taking all necessary measures to guarantee limited access to physical files, and that they are dispatching travel documents and coordinating exit permits in a timely manner. Ensure the travel bag has all necessary documentation to depart the country.
6. Oversee Data Processing staff members as they process exit permits and travel documents in close coordination with supervisors and other IOM colleagues; this may include direct communication with beneficiaries in relation to requesting them to submit required documentation in accordance with SOPs. Ensure they 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.
7. Oversee the preparation of Data Processing reports on the receipt of documentation to time-of-service delivery, as well as regular data mining reports confirming MiMOSA is up-to-date and accurate; advise management on possible issues which need attention and suggest corrective actions. Report specifically to management on any problems encountered like denials of exit permits, the reasons for such denials and possible solutions.
8. Oversee pre-departure counselling on pre-embarkation procedures and special needs during travel (such as meals, medication, wheelchairs, and medical conditions) as needed and identity and document verification prior to the distribution of travel documentation to departing individuals.
9. Identify beneficiary vulnerabilities and coordinate appropriate action to ensure they are addressed, including overseeing the coordination of escorts.

10. Liaise regularly with airlines to represent the best interest of beneficiaries and clients for competitive fares with the most direct routing. Liaise 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, represent IOM at partner meetings and conferences.

11. Oversee the handling of at-risk and sensitive cases in accordance with IOM's policies, procedure, and guidance in the Movement Management Manual (MMM), including assistance for unaccompanied refugee minors (URMs). Ensure IOM is adequately training staff members 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.

12. Prepare statistics and report regularly to the Movements Operations Officer on relevant activities, problems and solutions related to Movements and Data Processing. Work to streamline how reports are prepared and presented in order to improve services. Ensure data on all procedures is compiled, summarized, and presented by staff members in a timely manner.

13. 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).

14. Maintain and ensure the confidentiality and integrity of all relevant paperwork in line with standards of conduct and data protection rules. Alert Movements Operations Officer or management of any non-compliance to SOPs or codes of conduct by IOM staff members or partners.

15. Perform such other duties as may be assigned.

Required Qualifications and Experience:

Education

- Master's degree in Political or Social Sciences, Business Administration, Refugee Protection, Migration Studies, International Relations, Law, or a related field from an accredited academic institution with two years of relevant professional experience; or
- University degree in the above fields with four years of relevant professional experience.

Experience

- Experience in Movement Operations, especially with IOM, is highly preferred.

Skills

- Knowledge of Movement Operations program implementation and familiarity with IOM's administrative, financial, and business rules and practices is desirable.
- 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.

Languages

IOM's official languages are English, French, and Spanish.

External applicants for all positions in the Professional category are required to be proficient in English and have at least a working knowledge of one additional UN Language (Arabic, Chinese, French, Russian, or Spanish).

For all applicants, fluency in English is required (oral and written). Working knowledge of French and/or Spanish is an advantage.

Proficiency of language(s) required will be specifically evaluated during the selection process, which may include written and/or oral assessments.

Notes

Previous applicants do not need to re-apply

¹ Accredited Universities are the ones listed in the UNESCO World Higher Education Database (<https://whed.net/home.php>).

Required Competencies:

Values - all IOM staff members must abide by and demonstrate these three values:

- **Inclusion and respect for diversity:** respects and promotes individual and cultural differences; encourages diversity and inclusion wherever possible.
- **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.

Core Competencies – behavioural indicators level 2

- **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.

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 potential.
- **Empowering others & building trust:** creates an atmosphere of trust and an enabling environment where staff can contribute their best and develop their potential.
- **Strategic thinking and vision:** works strategically to realize the Organization's goals and communicates a clear strategic direction.

IOM's competency framework can be found at this link.

https://www.iom.int/sites/default/files/about-iom/iom_revised_competency_framework_external.pdf

Competencies will be assessed during a competency-based interview.

Other:

Internationally recruited professional staff are required to be mobile.

Any offer made to the candidate in relation to this vacancy notice is subject to funding confirmation.

This selection process may be used to staff similar positions in various duty stations. Recommended candidates endorsed by the Appointments and Postings Board will remain eligible to be appointed in a similar position for a period of 24 months.

The list of NMS countries above includes all IOM Member States which are non-represented in the Professional Category of staff members. For this staff category, candidates who are nationals of the duty station's country cannot be considered eligible.

Appointment will be subject to certification that the candidate is medically fit for appointment, accreditation, any residency or visa requirements, and security clearances. Subject to certain exemptions, vaccination against COVID-19 will in principle be required for individuals hired on or after 15 November 2021. This will be verified as part of the medical clearance process.

Vacancies close at 23:59 local time Geneva, Switzerland on the respective closing date. No late applications will be accepted.

How to apply:

Interested candidates are invited to submit their applications via PRISM, IOM e-Recruitment system, by 09 January 2023 at the latest, referring to this advertisement.

IOM only accepts duly completed applications submitted through the IOM e-Recruitment system. The online tool also allows candidates to track the status of their application.

Only shortlisted candidates will be contacted.

For further information please refer to: www.iom.int/recruitment

Posting period:

From 27.12.2022 to 09.01.2023

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.

Requisition: VN 2022 440 Operations Officer (Field Support) (P2) Kasulu, United Republic of Tanzania (57872162) Released

Posting: Posting NC57872163 (57872163) Released