



Position Title : On Call Operations Clerk (Field Support) x 4
Duty Station : Harare, Zimbabwe
Classification : Special Short Term Hourly Contract
Type of Appointment : 3 months with possibility of extension
Estimated Start Date : As soon as possible
Reference Number : CFA 2023/07
Closing Date : 19 October 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

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 Movement Operations Officer and the direct supervision of Operations Assistant (Field Support Team Leader), the Operations Clerk (Field Support) is responsible for supporting movement operations activities in the field, with the following duties and responsibilities:

Core Functions / Responsibilities:

1. Support field activities in an assigned area or areas, such as at an airport, transit center, third-party facility, camp-based operation, or Sub-Office, or in relation to transportation.

2. Support Operations Assistants and Team Leaders as they perform airport services, including assisting with baggage, walking with groups of individuals within the airport, assisting with roll call, and collecting and distributing food and water and other supplies as directed, communicating individual requests to Operations Assistants as they are made.
3. Support Operations Assistants and supervisors for extended periods of up to 12 hours and during overnight periods and weekends as they assist individuals arriving to transit centers or third-party facilities with sign-in, verification of identity, orientation, food items, non-food items and room assignments, and support the coordination of departures for medical appointments, return transportation to home cities or camps or onward travel. Provide support as needed in relation to supplies, information dissemination and activity and appointment coordination.
4. Support Operations Assistants and supervisors as they provide individuals in camps, transit centers or third-party facilities with pre-departure formalities by undertaking such tasks as assisting with rollcall, handling, tagging, and sorting luggage and distributing items.
5. Support Operations Assistants as they escort individuals via ground and/or water transportation, including assisting with baggage, talking with ground transportation providers, and accompanying groups on transportation.
6. Provide selection mission support, exit permit support and/or interpretation services for individuals at the airport, transit centers, camps, and third-party facilities or in relation to transportation.
7. Provide regular feedback on work being accomplished to the Operations Assistant (Team Leader) and/or supervisors and team members and keep supervisors immediately informed of any issues requiring their attention.
8. Demonstrate a general understanding of relevant Movement Operations SOPs, 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).
9. Maintain and ensure the confidentiality and integrity of all relevant paperwork in line with standards of conduct and data protection rules. Alert the Operations Assistant (Team Leader) or management of any non-compliance to SOPs or codes of conduct by IOM staff members or partners.
10. Perform such other duties as may be assigned.

Qualifications and Experience:

- Three years of working experience with secondary [high school] education; one years of working experience with bachelor's degree.

Experience

- Prior Movement Operations or transportation experience is a strong advantage.
- Basic knowledge of Word, Excel, and the internet. Solid communication skills.

Languages

Proficiency in written and spoken English.

Required Competencies

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

- 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 of 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.

Other

- Appointment will be subject to certification that the candidate is medically fit for appointment.
- No late applications will be accepted.

How to apply:

Interested candidates are invited to submit their applications to vacancieshre@iom.int by 19 October 2023 at the latest, referring to this advertisement.

Female candidates who are qualified and experienced are especially encouraged to apply.

Only shortlisted candidates will be contacted.

Posting period:

From 13 October 2023 to 19 October 2023