



Position Title : Operations Associate (Movements)
Duty Station : Harare, Zimbabwe
Classification : General Service Staff, Grade G7
Type of Appointment : Fixed term, One Year with possibility of extension
Estimated Start Date : As soon as possible
Reference Number : VN2024/05
Closing Date : 21 February 2024

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 Chief of Mission and the direct supervision of Movement Operations Officer, the Operations Associate (Movements) is responsible for supervising movement activities, with the following duties and responsibilities:

Core Functions / Responsibilities:

1. Oversee team leader-headed teams of up to a total of 16 staff members coordinating, scheduling, and booking travel upon receipt of a 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. 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 movements activities.

2. Oversee the organization and completion of 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).
3. 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 Movements team 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. Ensure paperwork is accurate and timely. 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. Oversee the creation of movement data files, by ABN, for all individuals in accordance with SOPs and for IOM accountability.
6. In accordance with local practices and RMM guidelines and standards, and in close coordination with supervisors, oversee Movements team members as they identify and assign escorts to accompany vulnerable individuals.
7. Oversee identity and document verification prior to the distribution of travel documentation to refugees, immigrants, and migrants.
8. Oversee 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 Movement Operations Officer and keep informed of issues that arise.
10. Train Movements team members as needed to manage their work, conduct quality assurance, and to monitor and guide other staff members and activities efficiently and effectively.
11. 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).
12. Maintain and ensure the confidentiality and integrity of all relevant paperwork in line with standards of conduct and data protection rules. Alert Movement Operations Officer or management of any non-compliance to SOPs or codes of conduct by IOM staff members or partners.
13. Perform such other duties as may be assigned.

Qualifications and Experience:

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

Experience

- Prior Movement Operations, transportation-related and/or management experience is a strong advantage.
- Strong computer skills - Word, Excel, and Internet; experience with Movement Operations-related databases and systems (including iGATOR, MiMOSA, SAR, and Amadeus) is a distinct advantage.

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 21 February 2024 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 7 February 2024 to 21 February 2024