

SVN 2023 /005

Open to Internal and External Candidates

Position title : **Senior Operations Assistant (Field Support)**
Duty station : **Rabat**
Position grade : **G6**
Type of appointment : **One year fixed term**

Estimated start date : **ASAP**

Closing date : **March 16th ,2023**

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.

Context :

Under the general supervision of the Head of programs and the direct supervision of the national operations officer, the Senior Operations Assistant (Field Support) is responsible for supervising movement operations activities in the field, with the following duties and responsibilities:

Core Functions / Responsibilities:

1. Coordinate a team or teams of up to a total of eight staff members undertaking 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, including supporting 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 field support activities.

2. Coordinate the efficient and effective management of airport services, including care and verification of travel documentation; assistance with airport formalities; escorts for arriving and departing individuals; ensuring individuals with special needs or equipment receive appropriate support; and sending notifications using relevant systems. Schedule daily work for Field Support staff, ensuring adequate coverage for all flight arrivals and departures based on advanced booking notifications (ABNs) and onward movements, and ensure staff have adequate power and IT availability to complete their work. Handle all urgent issues as they occur and process relevant financial paperwork in coordination with IOM management.
3. Coordinate staff as they assist individuals at transit centers or third-party facilities throughout their stay. Coordinate with the national operations officer to maintain an organized flow of individuals and their luggage through arrival and departure procedures at the facility; track relevant information regarding flight data and ensure team members are updated on departure times, delays and cancellations; work with staff to ensure luggage and medical checks are organized in an efficient manner; under the supervision of the national operations officer, create the weekly shift schedule and assign tasks, ensuring coverage is adequate to maintain a safe, secure and clean environment; report regularly to management on long-stayers and other relevant issues, employing creative problem solving as needed to handle problems. In coordination with national operations officer handle financial paperwork.
4. Coordinate timely and adequate services for meals, snacks and water for individual staying at Transit Centers, third-party facilities or during transit in airports and other locations, ensuring staff members work closely with the service provider to ensure meals are culturally appropriate and to reduce the level of waste while keeping the quality of the food at the highest standard.
5. Coordinate pre-departure formalities including but not limited to counselling, travel loans, luggage, prohibited items, bag tags and clothing/shoes. Schedule and supervise daily discussions with individuals staying in facilities on cleanliness, litter and hygiene. Ensure all posters and informational messages are up-to-date and placed in visible locations.
6. Provide oversight at transit centers and third-party facilities for extended periods of up to 12 hours and during overnight periods and weekends, ensuring the needs of individuals are met throughout their stay. Communicate promptly with third-party facility representatives and/or management if issues arise.



7. Supervise the coordination of transportation from consolidation points, transit centers and third-party facilities, including liaising with service providers, supervising staff as they ensure the identity verification, readiness and organization of individuals being transported, and preparing and supervising relevant briefings. Ensure baggage sorting, tagging and handling is done appropriately and that staff members arrange for individuals to be escorted on transportation as needed. Ensure persons with special needs are provided with appropriate services and report any issues to supervisors immediately.
8. Coordinate and/or provide pre-screening, pre-departure orientation and selection mission support, medical processing support, exit permit support and/or interpretation services for individuals at the airport, in transit centers, camps, consolidation points, IOM facilities and third-party facilities or during transport by air, ground or water.
9. Under the close supervision of national operations officer liaise as needed with other Teams and Units in IOM Jordan and with external partners such as airport and government authorities, relevant embassies, and the United Nations High Commissioner for Refugees (UNHCR). Provide regular feedback on work being accomplished to the National operations officer and keep supervisors immediately informed of any issues that arise.
10. As needed, and under the close supervision of the national operations officer assist with financial activities related to movement operations, such as petty cash payments and reports.
11. Train Field Support Team members as needed to efficiently and effectively manage their work, conduct quality assurance, and to monitor and guide other Field Support staff members and activities.
12. Alert the National 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.

REQUIRED QUALIFICATIONS AND EXPERIENCE

EDUCATION:

Six years of working experience with secondary [high school] education; four years of working experience with Bachelor's degree.

EXPERIENCE :

Prior Movement Operations, transportation-related and/or management experience a strong advantage.

SKILLS

Strong computer skills - Word, Excel and Internet.

LANGUAGES :

- Required: For this position, fluency in English is required (oral and written).
- Advantageous: Working knowledge of French is an advantage.

COMPETENCIES :

The successful candidate is expected to demonstrate the following values and 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 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.

HOW TO APPLY:

Interested candidates are invited to submit their

- CV/Resume
- cover letter and two references

to iomrecrute@iom.int by **March 16th, 2023**, midnight at the latest, referring to this advertisement. In order for an application to be considered valid, IOM only accepts profiles duly completed.

POSTING PERIOD:

From 01.03.2023to 16.03.2023.