



International Organization for Migration (IOM)
The UN Migration Agency

VN 2023 / 013

Open to Internal and External Candidates

Position Title : **Operations Assistant**
Duty Station : **Rabat, Morocco**
Classification : **G4**
Type of Appointment : **Fixed term, one year with possibility of extension**
Estimated Start Date : **As soon as possible**

Closing Date : **November 9th, 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 has been present in Morocco since 2001, and opened the mission in Rabat in 2007.

IOM is committed to a diverse and inclusive environment. Internal and external candidates are eligible to apply to this vacancy. For the purpose of the vacancy, internal candidates are considered as first-tier candidates.

Context:

The International Organization for Migration (IOM) is an intergovernmental organization established in 1951, which holds a leading position in the field of migration. With 157 Member States and an additional 10 observer States, as well as offices in over 100 countries, it closely collaborates with governmental, intergovernmental, and non-governmental partners to manage migration in an orderly manner and under conditions that preserve human dignity. Its goals include promoting international cooperation on migration, facilitating practical solutions to migration issues, and providing humanitarian assistance to migrants in need, including refugees and internally displaced persons. IOM has been present in Morocco since 2001 and established a mission in Rabat in 2007.

Implemented for four decades by the International Organization for Migration (IOM), the Assisted Voluntary Return and Reintegration (AVRR) Program provides humanitarian, administrative, logistical, and financial assistance to vulnerable and distressed migrants who choose to voluntarily return to their countries of origin. In Morocco, the AVRR Program has enabled thousands of distressed migrants to return to their home countries since 2005, when they are unable to do so on their own.

The Operation Assistant will be in charge of supporting case management and movement operations activities in the field.

Core Functions / Responsibilities:

Under the overall supervision of the AVRR Project Officer and the direct supervision of the National Operation Officer, the Operation Assistant will be in charge of supporting case management and movement operations in the field (specifically through the following duties and responsibilities):

1. Conduct interviews with new applicants requesting IOM assistance and register their data using IOM relevant systems.
2. Perform airport services, such as providing custodial care of travel documentation; verifying identities and documentation, including exit permissions, visas, tickets and other items in the travel bag; assisting with airport formalities, including flight arrivals, curbside assistance, check-in, luggage formalities, immigration procedures, security screening systems and customs clearance; escorting arriving individuals to ground transportation and departing individuals to their gates; visually confirming flights have departed; ensuring individuals with special needs or equipment receive appropriate support; and, as needed, sending notifications using relevant systems.
3. Assist individuals at IOM offices, or third-party facilities, including upon arrival with sign-in, verification of identity, orientation, food and non-food items, instructions, briefings, activities and resolution of issues; and upon departure for medical appointments, return travel or onward travel with briefings, luggage support and transition to transportation. Enter and update relevant data in the appropriate systems and ensure vulnerable individuals are assisted in a manner that ensures their safety, security and comfort; report all issues immediately to the appropriate supervisor(s).
4. Exchange correspondence with the Embassies of the countries of origin to request the issuance of travel documents.
5. Maintain contact with IOM missions in countries of origin, embassies and other essential IOM partners.
6. Contribute to the monitoring of vulnerable cases in coordination with other direct assistance programs and partner associations to facilitate integrated and effective assistance to program beneficiaries.
7. Provide regular feedback on work being accomplished to the National Operation Officer and/or supervisors and team members and keep supervisors immediately informed of any issues requiring their attention.
8. Undertake duty travel, if required, to participate in meetings or training sessions, or to escort individuals.
9. Maintain and ensure the confidentiality and integrity of all relevant paperwork in line with standards of conduct and data protection rules. Alert the National Operation Officer 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.

Required Qualifications and Experience

Education

- Bachelor's degree in Political or Social Sciences, International Relations, Development Studies, Migration Studies, Human Rights, Law or related fields from an accredited academic institution with two years of relevant professional experience; or.
- School diploma with four years of relevant experience.

Experience

- Experience in collaborating with government authorities, national/international institutions, United Nations agencies, and non-governmental organizations.
- Experience working on migration or the protection of vulnerable individuals, such as victims of trafficking, unaccompanied and separated children and other vulnerable groups.
- Prior experience working with international humanitarian organizations, non-governmental or governmental institutions/organizations in a multicultural setting is an advantage.

Skills

- Good computer skills - Word, Excel and Internet.
- Excellent communication skills.
- Ability to work in a multicultural environment.
- Analytical and synthesis skills.
- Team spirit and the ability to work independently.
- Be prepared to work flexible hours.

Languages

For this position, fluency in French and English is required (oral and written). Working knowledge of Arabic is highly desirable.

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.
- Courage: Demonstrates willingness to take a stand on issues of importance.
- Empathy: Shows compassion for others, makes people feel safe, respected and fairly treated.

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.

Other

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

Appointment will be subject to certification that the candidate is medically fit for appointment and verification of residency, visa and authorizations by the concerned Government, where applicable.

Only candidates residing in either the country of the duty station or from a location in a neighbouring country that is within commuting distance of the duty station will be considered. In all cases, a prerequisite for taking up the position is legal residency in the country of the duty station, or in the neighbouring country located within commuting distance, and work permit, as applicable.

How to apply:

Interested candidates are invited to submit their applications (CV/Resume + Cover Letter + 2 referees "current and previous direct supervisors") to imrecrute@iom.int, by November 9th, 2023 at the latest, referring to this advertisement. The application email subject should be « **Operations Assistant – AVRR** ».

In order for an application to be considered valid, IOM only accepts online profiles duly completed.

Only shortlisted candidates will be contacted.

Posting period:

From 26.10.2023 to 09.11.2023