



International Organization for Migration (IOM)

The UN Migration Agency

VN 2024 / 035

Open to Internal and External Candidates

Position Title : **Senior Operations Associate (Movement)**
Duty Station : **Rabat, Morocco**
Classification : **G6**
Type of Appointment : **Fixed Term, 12 months subject to funding confirmation**
Estimated Start Date : **As soon as possible**

Closing Date : **January 1st, 2025**

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:

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. Movement Operations Units in various IOM Country Offices, coordinated under the Resettlement and Movement Management (RMM) Division in the Department of Mobility Pathways and Inclusion 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.

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Under the general supervision of the Head of Programmes, and the direct supervision of National Operations Officer, the Senior Operations Assistant (Movements) is responsible for supervising movement activities, with the following duties and responsibilities:

Core Functions / Responsibilities:

1. Oversee up to eight 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.
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. Under the close supervision of National Operations Officer, liaise as needed with other teams and units in IOM Morocco 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. 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).
11. Maintain and ensure the confidentiality and integrity of all relevant paperwork in line with standards of conduct and data protection rules. Alert National Operations Officer or management of any non-compliance to SOPs or codes of conduct by IOM staff members or partners.
12. 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;

- Past experience with Movement Operations-related databases and systems (including iGATOR, MiMOSA, SAR and Amadeus) is a distinct advantage.

Languages

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

Required Competencies

The incumbent is expected to demonstrate the following values and competencies:

Values - All IOM staff members must abide by and demonstrate these five 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 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.

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 January 1st, 2025 at the latest, referring to this advertisement. The application email subject should be « **VN 2024/035 Senior Operations Associate (Field Support)** ».

In order for an application to be considered valid, IOM only accepts online profiles duly completed. **Foreign applicants are kindly ask to provide a copy of their residence permit.**

Only shortlisted candidates will be contacted.

Posting period:

From 19.12.2024 to 01.01.2025