

VACANCY NOTICE (VN)

Open to Internal and External Candidates

Position Title : **National Associate Movement Operations Officer (Movements and Data Processing)**
Reference No : **VN_UG_008_2024**
Duty Station : **Kampala, Uganda**
Classification : **National Officer A**
Type of Appointment : **One Year Fixed Term**
Estimated Start Date : **As soon as possible**
Closing Date : **20th May 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.

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

Background and 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.

Context:

Under the general supervision of the Chief of Mission and the direct supervision of Movement Operations Manager, the National Associate Movement Operations Officer (Movements and Data Processing) is responsible for overseeing movement and data processing activities, with the following duties and responsibilities:

Core Functions / Responsibilities:

1. Oversee up to three teams of staff members who are undertaking movement activities, including coordinating, scheduling and booking travel, distributing Advance Booking Notifications (ABNs), and issuing updates on domestic flights, cancellations and departure notifications; or data processing activities, including recording demographic and biographic information in MiMOSA,

confirming receipt to third parties, and managing, securing, and accounting for travel documents in accordance with the local standard operating procedures (SOPs).

2. Promote staff development processes by providing training, assigning duties and giving constructive feedback to staff members on their performance on a regular basis to ensure high quality work and the accurate completion of activities.
3. Oversee the organization and completion of all bookings by Movements staff members in a timely manner and in accordance with the Handbook of IOM Tariffs (HIT). 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 the creation of movement data files, by ABN, for all individuals in accordance with SOPs. Oversee Movements staff members as they compile and analyze 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. 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. Ensure Data Processing staff members are undertaking secure storage of documentation and data in accordance with IOM principles and guidelines, that they are taking all necessary measures to guarantee limited access to physical files, and that they are dispatching travel documents and coordinating exit permits in a timely manner. Ensure the travel bag has all necessary documentation to depart the country.
6. Oversee Data Processing staff members as they process exit permits and travel documents in close coordination with supervisors and other IOM colleagues; this may include direct communication with beneficiaries in relation to requesting them to submit required documentation in accordance with SOPs. Ensure they prepare all travel documentation required for the exit process and submit to relevant authorities for approval, following up on exit permit requests and clearances in a timely manner.
7. Oversee the preparation of Data Processing reports on the receipt of documentation to time of service delivery, as well as regular data mining reports confirming MiMOSA is up-to-date and accurate; advise management on possible issues which need attention and suggest corrective actions. Report specifically to management on any problems encountered like denials of exit permits, the reasons for such denials and possible solutions.
8. Oversee pre-departure counselling on pre-embarkation procedures and special needs during travel (such as meals, medication, wheelchairs and medical conditions) as needed and identity and document verification prior to the distribution of travel documentation to departing individuals.
9. Identify beneficiary vulnerabilities and coordinate appropriate action to ensure they are addressed, including overseeing the coordination of escorts.

10. Liaise regularly with airlines to represent the best interest of beneficiaries and clients for competitive fares with the most direct routing. Liaise with other teams and units in IOM Uganda and with external partners such as government authorities, the US Embassy and the United Nations High Commissioner for Refugees (UNHCR). As needed, represent IOM at partner meetings and conferences.
11. Oversee the handling of at-risk and sensitive cases in accordance with IOM's policies, procedure and guidance in the Movement Management Manual (MMM), including assistance for unaccompanied refugee minors (URMs). Ensure IOM is adequately training staff members on working with at-risk and sensitive cases and is mainstreaming prevention of sexual exploitation and abuse (PSEA) through the awareness and training sessions for staff and service-providers.
12. Prepare statistics and report regularly to the Movement Operations Manager on relevant activities, problems and solutions related to Movements and Data Processing. Work to streamline how reports are prepared and presented in order to improve services. Ensure data on all procedures is compiled, summarized and presented by staff members in a timely manner.
13. 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).
14. Maintain and ensure the confidentiality and integrity of all relevant paperwork in line with standards of conduct and data protection rules. Alert Movement Operations Manager or management of any non-compliance to SOPs or codes of conduct by IOM staff members or partners.
15. Perform such other duties as may be assigned.

Required Qualifications and Experience

Education

- Bachelor's degree from an accredited academic institution with 2 years of relevant professional experience OR;
- Master's degree from an accredited academic institution with 0 years of working experience.

Experience

- Experience in Movement Operations especially with IOM, is highly preferred.
- Knowledge of Movement Operations program implementation and familiarity with IOM's administrative, financial and business rules and practices is desirable.
- Strong written and verbal communication skills and ability to effectively communicate with and lead a team.
- Demonstrated proficiency with IGator, MiMOSA, SAR and Amadeus.
- Excellent computer skills and a high level of proficiency in spreadsheet and database applications.

Languages

- For all applicants, fluency in English is required (oral and written).
- Working knowledge of Kiswahili or French is an advantage

Required Competencies

Values

- **Inclusion and respect for diversity:** respects and promotes individual and cultural differences; encourages diversity and inclusion wherever possible.
- **Integrity and transparency:** maintain 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 – Behavioral 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 - Behavioral 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 leadership and professional potential.
- **Empowering others:** Creates an enabling environment where staff can contribute their best and develop their potential.
- **Building Trust:** Promotes shared values and creates an atmosphere of trust and honesty.
- **Strategic thinking and vision:** Works strategically to realize the Organization's goals and communicates a clear strategic direction.
- **Humility:** Leads with humility and shows openness to acknowledging own shortcomings.

How to apply:

For an application to be considered valid, IOM will only accept applications which should include a cover letter (not more than one page) and résumé highlighting the required education and experience.

Interested applicants may send their applications to huganda@iom.int no later than **20th May 2024** Reference Number and Position Title (**VN_UG_008_2024 – National Associate Movement Operations Officer (Movements and Data Processing)**) should be specified in the SUBJECT field.

Required: After sending your application through huganda@iom.int. **YOU ARE REQUIRED** to fill in the recruitment Questionnaire using the link: - [Pre-Screening Form](#).

Applications from qualified female candidates are especially encouraged.

Only short-listed candidates will be invited for an interview.

Posting period: From 07 May 2024-20 May 2024