

VACANCY NOTICE (VN)

Open to Internal and External Candidates

Position Title : **National Associate Movement Operations Officer (Field Support)**
Reference No : **VN_UG_009_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 (Field Support)], is responsible for supervising movement operations activities in the field, with the following duties and responsibilities:

Core Functions / Responsibilities:

1. Oversee up to three teams of staff members undertaking field activities in an assigned area or areas, such as at an airport, transit centre, 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. Oversee the efficient and effective management of airport services for arriving and departing individuals, including documentation, luggage, escorts and special services ensuring staff at airports deliver the highest quality service possible and interact in the appropriate way with airport and government officials and handle urgent issues as they occur. Monitor the work schedule, ensuring there is adequate coverage for daily flights, and validate all hours worked for HR. Process relevant financial paperwork for airport services in coordination with the IOM finance department.
3. Oversee staff as they assist individuals at transit centres or third-party facilities. Monitor the weekly shift schedule, ensuring coverage is adequate to maintain a professional, safe, secure and clean environment; address issues as they arise. Continually seek ways in which IOM can improve services, including in relation to food, water, non-food items, shelter, sanitation, briefings, signage and youth services; for third party facilities, regularly conduct checks to ensure accommodation is up to IOM standards. Manage assets and inventories, ensuring stocks are continually acceptable, supervise quality control of vendors, and manage the fleet of transit center vehicles and related driving schedules, staff and paperwork, if relevant. In coordination with the finance and procurement units, handle all paperwork related to facilities, including payment and procurement requests.
4. Oversee staff undertaking the coordination of 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. Work closely with meal providers to ensure meals are culturally appropriate, hygienic and cost efficient; as needed, identify new vendors to provide services and negotiate agreements with them.
5. Ensure selection mission support, exit permit support and interpretation services are coordinated for individuals at the airport, transit centers, camps, consolidation points and third-party facilities or during transport by air, ground or water, according to the highest ethical standards and guidelines established by IOM. Handle financial paperwork related to selection mission, exit permit or interpretation services as needed.
6. Supervise the coordination of transportation from consolidation points, transit centers and third-party facilities, including liaising with service providers and supervising staff as all related activities are undertaken. Regularly review service providers to ensure they meet IOM standards. Ensure persons with special needs are provided with appropriate services and continually seek ways in which services can be expanded and improved to meet their needs.
7. Liaise with Units in IOM Uganda and with external partners such as airport and government authorities, the relevant embassies, and the United Nations High Commissioner for Refugees (UNHCR) in a positive and productive manner. As needed, participate IOM at partner meetings and conferences.
8. Supervise quality assurance procedures of Field Support services, ensuring quality assurance checks are being regularly undertaken by staff members overseeing day-to-day activities. Report any anomalies or issues with Field Support relevant data to Movement Operations Manager.

9. Supervise 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) while ensuring that 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.
10. Ensure incident reports are prepared, submitted and responded to in an efficient manner and communicate promptly to management and staff about all incidents that occur while suggesting methods of improving service and reducing incidents related to arriving and departing flights, transit and facilities to Movement Operations Manager when needed.
11. Prepare statistics and report regularly to the Movement Operations Manager on relevant activities, problems and solutions related to Field Support while working to streamline how reports are prepared and presented in order to improve services.
12. Demonstrate a comprehensive understanding of relevant Movement Operations SOPs, 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). Develop and revise SOPs as needed. Ensure staff members conduct themselves according to the code of conduct and with a high level of integrity at all times.
13. Maintain and promote 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.
14. 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.
- 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_009_2024 – National Associate Movement Operations Officer (Field Support)**) should be specified in the SUBJECT field.

Required: After sending your application through hruganda@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 7 May 2024-20 May 2024