

## VACANCY NOTICE (VN)

### Open to Internal and External Candidates

Position Title : **Senior Operations Assistant (Movement)**  
Reference No : **VN\_UG\_023\_2024**  
Duty Station : **Kampala, Uganda**  
Classification : **G-6**  
Type of Appointment : **One Year Fixed Term**  
Estimated Start Date : **As soon as possible**  
Closing Date : **14<sup>th</sup> August 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. 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.

Under the Administrative guidance of the Chief of Mission, general supervision of the Movement Operations Manager, and the direct supervision of National Associate Movement Operations Officer, MM/DP, 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 movement's 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 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. 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 Associate Movement Operations Officer, MM/DP, liaise as needed with other teams and units in IOM Uganda 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 Associate Movement Operations Officer, MM/DP 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 Associate Movement Operations Officer, MM/DP 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.

#### **Languages**

- IOM's official languages are English, French, and Spanish, all staff members are required to be fluent in one of the three languages.
- 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 [klarecruitment@iom.int](mailto:klarecruitment@iom.int) no later than **14th August 2024** Reference Number and Position Title (**VN\_UG\_023\_UG\_2024 – Senior Operations Assistant-Movement**) should be specified in the SUBJECT field.

**Required:** After sending your application through [klarecruitment@iom.int](mailto:klarecruitment@iom.int). **YOU ARE REQUIRED** to fill in the recruitment Questionnaire using the link: - [Pre-Screening Form 2024](#).

**Applications from qualified female candidates are especially encouraged.**

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

*Posting period: From 01<sup>st</sup> August 2024-14<sup>th</sup> August 2024*