

VACANCY NOTICE (VN)

Open to Internal and External Candidates

Position Title : **Senior Operations Assistant (Movements and Data Processing)**
Reference No : **VN/UG/024/2023**
Duty Station : **Kampala, Uganda**
Classification : **General Service –G6**
Type of Appointment : **Fixed term, one year with possibility of extension**
Estimated Start Date : **As soon as possible**
Closing Date : **24th August 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 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

ORGANIZATIONAL CONTEXT AND SCOPE

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.

Under the general supervision of the Chief of Mission, in coordination with the Head of Operations and the direct supervision of National Associate Movement Operations Officer (MM/DP), the Operations Associate (Movements and Data Processing) is responsible for supervising movement and data processing activities, with the following duties and responsibilities:

Core Functions / Responsibilities:

1. Oversee up to a total of eight staff members who are undertaking movements and data processing 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). Support staff development processes such as 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 activities.
2. 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).
 3. Ensure compliance with program-specific SOPs for different migrant types and other modes of travel by air, land or sea.
 4. Distribute information to internal and external stakeholders.
 5. 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.
 6. 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.
 7. 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.
 8. 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; advice 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.
 9. 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. Identify beneficiary vulnerabilities and coordinate appropriate action to ensure they are addressed, including overseeing the coordination of escorts.
 10. Under the close supervision of the Operations Associate (MM/DP), liaise as needed with other teams and units in IOM Uganda and with external partners such as airport and government authorities, the US Embassy and the United Nations High Commissioner for Refugees (UNHCR). Provide regular feedback on work being accomplished to the Operations Associate (MM/DP) and keep supervisors immediately informed of any issues that arise.
 11. 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).
 12. Maintain and ensure the confidentiality and integrity of all relevant paperwork in line with standards of conduct and data protection rules. Alert the Operations Associate (MM/DP) or management of any non-compliance to SOPs or codes of conduct by IOM staff members or partners.
 13. Perform such other duties as may be assigned

Required Qualifications and Experience

Education

- Completed Bachelor's degree from an accredited academic institution with four years of relevant work experience;

OR

- Secondary (High School) education with six years of work experience

Experience

- Prior Movement Operations, transportation-related and/or management experience a strong advantage.

Skills

- Strong computer skills - Word, Excel and Internet; experience with Movement Operations-related databases and systems (including iGATOR, MiMOSA, SAR and Amadeus) is a distinct advantage.

Languages

- For this position, fluency in English is required (oral and written).
- Working knowledge of French and/or Spanish is an advantage.

Required Competencies

The incumbent is expected to demonstrate the following values and 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 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.

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 potential.
- **Empowering others & building trust** creates an atmosphere of trust and an enabling environment where staff can contribute their best and develop their potential.
- **Strategic thinking and vision:** work strategically to realize the Organization's goals and communicates a clear strategic direction.

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 hruganda@iom.int no later than **24th August 2023** Reference Number and Position Title (**VN/UG/024/2023 – Senior Operations Assistant (Movements and Data Processing) G-6 Kampala, Uganda**) 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 11th August 2023-24th August 2023