



IOM International Organization for Migration

## Vacancy Notice 2023-15 Open to Internal and External Candidates

Position Title	: <b>Operations Assistant (Movements) – 2 positions</b>
Duty Station	: <b>Chisinau, Moldova</b>
Classification	: <b>General Service, Category Grade, G-5, UN Salary Scale</b>
Type of Appointment	: <b>Fixed term one year, with possibility of extension</b>
Estimated Start Date	: <b>ASAP</b>
Closing Date	: <b>May 21, 2023</b>

Established in 1951, IOM is the leading inter-governmental organization in the field of migration and 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. Well qualified candidates, particularly women, persons with disabilities, Roma and other ethnic or religious minorities, persons living with HIV are particularly encouraged to apply.

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. This mandate has resulted in the international transport of more than 15 million migrants and refugees worldwide. Movement Operations Units in various IOM Country Offices, coordinated under the Division of Resettlement and Movement Management (RMM) in the Department of Operations and Emergencies (DOE) at IOM's Geneva Headquarters (HQ), 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 Head of Operations and the direct supervision of Movement Operations Manager, the Operations Assistant (Movements) is responsible for undertaking movements activities, with the following duties and responsibilities:

### **Core Functions / Responsibilities:**

1. Coordinate, schedule and book travel for individuals upon receipt of 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.

2. Organize and complete 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). Under the supervision of the Movement Operations Manager. distribute travel information to internal and external stakeholders.
3. 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.
4. Create movement data files, by ABN, for all individuals in accordance with SOPs and for IOM accountability.
5. In accordance with local practices and RMM guidelines and standards, and in close coordination with supervisors, identify and assign escorts to accompany vulnerable individuals.
6. In coordination with Movement Operations Manager, process exit permission paperwork and ICRC Travel Documents in accordance with established standards and the local guidelines.
7. Conduct identity and document verification prior to the distribution of travel documentation to refugees, immigrants, and migrants.
8. Conduct 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. Provide regular feedback on work being accomplished to the Movement Operations Manager and keep supervisors immediately informed of any issues that arise.
10. Demonstrate an in-depth 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 the Movement Operations Manager 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:**

Completed secondary [high school] education required and five years of relevant working experience; three years of working experience with a Bachelor's degree;

#### **Experience:**

Prior Movement Operations or transportation experience is 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 strong advantage.

**Languages:**

Fluency in English, Romanian and Russian (oral and written).

***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.

**Core Competencies – behavioural 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.

***Other***

Any offer made to the candidate in relation to this vacancy notice is subject to funding confirmation.

Internals of the Organization and NMS candidates will be considered as first-tier candidates. This vacancy is also open to second-tier candidates.

Appointment will be subject to certification that the candidate is medically fit for appointment, accreditation, any residency or visa requirements, security clearances, and a valid COVID certification.

Only candidates residing in either the country of the duty station. In all cases, a prerequisite for taking up the position is legal residency in the country of the duty station and work permit, as applicable.

***How to apply:***

Interested applicants are invited to send the Personal History form

[https://civic.md/userfiles/attachments/14191/IOM\\_Personal\\_History\\_Form.xls](https://civic.md/userfiles/attachments/14191/IOM_Personal_History_Form.xls) and cover

letter in English to: [harchisinau@iom.int](mailto:harchisinau@iom.int)

Please, indicate the position you are applying for and reference code in the subject line of your message.

Closing date for applications is **21 May 2023**.

In order for an application to be considered valid, IOM only accepts the Personal History Forms duly completed.

**Only shortlisted candidates will be contacted.**

***Posting period:***

From 05.05.2023 to 21.05.2023