

IOM Poland  
CALL FOR APPLICATIONS

Reference Number : **PLCFA22-032**  
Position Title : **Operations Assistant (Accommodation Support)**  
Duty Station : **Warsaw, Poland**  
Type of Appointment : **Special Short-Term Ungraded Contract**  
Closing Date : **Open-ended**

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. The International Organization for Migration (IOM) is committed to the principle that humane and orderly migration benefits migrants and society. As the leading international organization for migration, IOM acts with its partners in the international community to: assist in meeting the growing operational challenges of migration management; advance understanding of migration issues; encourage social and economic development through migration, and; uphold the human dignity and well-being of migrants.

IOM has been active in Poland since 2002 under an agreement with the Polish government and conducts various migration programs, including activities supporting the integration of male and female migrants into Polish society. IOM in Poland implements projects aimed at the private sector to promote ethical recruitment, respect for the rights of migrants and migrant women as well as the elimination of forced labour from value chains and the prevention of human trafficking.

**Context:**

Under the overall supervision of the Chief of Mission (CoM) in Warsaw, Poland and direct supervision of the Project Coordinator, the Operations Assistant (Accommodation support) is responsible for undertaking the following duties and responsibilities:

**Core Functions / Responsibilities:**

1. Secure accommodation bookings for beneficiaries through AirBnb platform or in direct liaison with identified hotels;
2. Coordinate with the border Operations Assistant on referrals for accommodation needs in Warsaw;
3. Coordinate with the Warsaw “meet-and-greet” Operations Assistant to ensure smooth check-in ;
4. Coordinate schedule of monitoring visits and calls for the “meet-and-greet” Operations Assistant;
5. Record and process demographic and biographic information ;
6. Identify vulnerabilities of migrants and monitor that vulnerable individuals are assisted in a manner that ensures their safety, security and comfort; report all issues immediately to the appropriate supervisor(s);
7. Maintain and ensure the confidentiality and integrity of all relevant paperwork in line with standards of conduct and data protection rules. Keep supervisors immediately informed of any issues requiring their attention or any on-compliance to SOPs or codes of conduct by IOM staff members or partners;
8. Undertake duty travel as requested;
9. Perform such other duties as may be assigned.

## ***Required Qualifications and Experience***

### **Education**

- High school degree/certificate with four years of relevant work experience; or
- University degree from an accredited academic institution with two years of relevant work experience.

### **Experience and Skills**

- Prior Movement Operations, transportation-related experience an advantage.
- Strong interpersonal and communication skills in a multi-cultural setting;
- Strong organizational, facilitation, communication, writing and presentations skills;
- Logistical, practical and sensible mindset
- Proficient in a Microsoft Office environment and office software packages;
- Knowledge of and/ or experience using relevant software tools
- Strong work ethics and commitment to humanitarian principles.

### **Languages**

Fluency in **Ukrainian** and/or **Russian** is required, as well as working knowledge of **English** and **Polish**. Knowledge of another language is an advantage.

### ***Required Competencies***

IOM's competency framework can be found at this [link](#).

### **Values**

- Inclusion and respect for diversity: respects and promotes individual and cultural differences; encourages diversity and inclusion wherever possible.
- Integrity and transparency: maintains 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**

- 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:***

IOM is committed to a diverse and inclusive environment.

This post is subject to local recruitment. Only those holding a valid residence and work permit for Poland will be eligible for consideration.

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

At the time of recruitment, all candidates must disclose any known relative or spouse who works for IOM. Candidates may also be requested to provide documentary evidence of academic degree(s), professional licenses, and proof of no criminal records as relevant to the requirements of the position advertised.

Appointment will be subject to certification that the candidate is medically fit for appointment, verification of residency, visa, and authorizations by the concerned Government, where applicable.

**Vaccination against COVID-19 will be required for IOM personnel who are hired or otherwise engaged by IOM. As part of the mandatory medical entry on duty clearance, candidates will be requested to provide evidence of full vaccination.**

***How to apply:***

Interested candidates are invited to submit their application including a **CV and a completed Personal History Form in English by email to: [IOMPolandHR@iom.int.](mailto:IOMPolandHR@iom.int)**, specifying the vacancy reference number **PLCFA22-032 and full name** in the subject line.

Please click this link to access [the Personal History Form \(two pages\)](#).

Due to the volume of applications received, IOM Poland will not be able to respond to all inquiries about the application status and will only contact shortlisted candidates.

***Posting period:***

From 01 April 2022 – open-ended