



International Organization for Migration (IOM)  
The UN Migration Agency

## VACANCY NOTICE

### Open to Internal and External Candidates

Position Title : **Operations Assistant, Field Support**  
VN No : **PLVN23-061-02**  
Duty Station : **Warsaw, Poland**  
Classification : **General Service Staff, Grade G4**  
Type of Appointment : **One Year Fixed Term, with possibility of extension**  
Estimated Start Date : **As soon as possible**  
Closing Date : **20 November 2023**

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. Internal and External candidates are eligible to apply to this vacancy.

#### **Context:**

Under the general supervision of the Head of Operations and the direct supervision of Senior Operations Assistant (Field Support), the Operations Assistant (Field Support) is responsible for undertaking movement operations activities in the field, with the following duties and responsibilities:

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

1. Undertake field support activities in an assigned area or areas, such as at an airport, transit center, third-party facility, camp-based operation or sub-office, or in relation to transportation.
2. Perform airport services, such as providing custodial care of travel documentation; verifying identities and documentation, including exit permissions, visas, tickets and other items in the travel bag; assisting with airport formalities, including flight arrivals, curbside assistance, check-in, luggage formalities, immigration procedures, security screening systems and customs clearance; escorting arriving individuals to ground transportation and departing individuals to their gates; visually confirming flights have departed; ensuring individuals with special needs or equipment receive appropriate support; and, as needed, sending notifications using relevant systems.
3. Assist individuals at transit centers or third-party facilities, including upon arrival with sign-in, verification of identity, orientation, food and non-food items and room assignments; during their stay with food and non-food items, instructions, briefings, activities and resolution of issues; and upon departure for medical appointments, return travel or onward travel with briefings, luggage support and transition to transportation. Enter and update relevant data in the appropriate systems and ensure vulnerable individuals are assisted in a manner that ensures their safety, security and comfort; report all issues immediately to the appropriate supervisor(s).

4. Provide assistance at transit centers and third-party facilities for extended periods of up to 12 hours and during overnight periods, ensuring the needs of individuals are met throughout their stay. Communicate promptly with third-party facility representatives and/or supervisors if issues arise.
5. Assist in the coordination of transportation from consolidation points, transit centers and third-party facilities, including liaising with service providers, ensuring the identity verification, readiness and organization of individuals being transported, and providing relevant briefings. Assist with baggage sorting, tagging and handling and escort individuals on transportation as needed. Ensure individuals with special needs are provided with appropriate services and report any issues to supervisors immediately.
6. Provide selection mission support, exit permit support and/or interpretation services for individuals at the airport, in transit centers, camps, consolidation points and third-party facilities or during transport by air, ground or water.
7. Provide regular feedback on work being accomplished to the Senior Operations Assistant (Field Support) and/or supervisors and team members and keep supervisors immediately informed of any issues requiring their attention.
8. Maintain and ensure the confidentiality and integrity of all relevant paperwork in line with standards of conduct and data protection rules. Alert the Senior Operations Assistant (Field Support) or management of any non-compliance to SOPs or codes of conduct by IOM staff members or partners.
9. Perform such other duties as may be assigned.

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

#### **Education**

- High school diploma with four years of relevant experience; or,
- Bachelor's degree from an accredited institution and two years of relevant professional experience.

#### **Experience**

- Prior Movement Operations or transportation experience is a strong advantage.

#### **Other Skills**

- Good knowledge of Word, Excel and the internet. Strong interpersonal and communication skills.

#### **Language**

- For this position, fluency in English is required (oral and written).
- Working knowledge of Ukrainian, Russian and/or Polish 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.
- 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 – 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**

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

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

### **How to apply:**

Interested candidates are invited to submit their application including: a Motivation Letter and the updated CV with a completed Personal History Form [IOM Personal History Form.xls \(live.com\)](#) (four pages) **by the email: [rsc\\_warsaw@iom.int](mailto:rsc_warsaw@iom.int)** specifying the vacancy reference number **PLVN23-061-02** and **full name** in the subject line, or you can apply by clicking on the following link: <https://www.impactpool.org/jobs/1008520>

### **Closing Date: 20 November 2023**

Only shortlisted applicants will be contacted.

### **NOTE**

#### **NO FEE:**

**The International Organization for Migration (IOM) does not charge a fee at any stage of the recruitment process (application, interview meeting, process or training). IOM does not concern itself with information on applicants' bank details.**

#### ***Posting period:***

**06 November 2023 to 20 November 2023**