



Vacancy Notice

Open to Internal and External Candidates

Vacancy Number : **UA90VN/2024/14**
Position Title : **Senior Operations Assistant (Field Support)**
Duty Station : **Ukraine Sub - Office in Warsaw, Poland**
Classification : **General Service Staff, Grade G6 ([UN Salary Scale](#))**
Type of Appointment : **One-Year Fixed Term, with possibility of extension**
Estimated Start Date : **As soon as possible**
Closing Date : **02 April 2024**

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 is committed to a diverse and inclusive work environment. Internal candidates are eligible to apply to this vacancy. For the purpose of the vacancy, internal candidates are considered as first-tier candidates.

Context:

The United States Refugee Admissions Program (USRAP) operates world-wide with a target of providing resettlement opportunities to thousands of individuals each year. IOM provides a range of services and support to the USRAP including, but not limited to, case processing, migration health assessments, cultural orientation training, organized transportation and administration of a travel loan and collections program. The Department of Operations and Emergencies (DOE), specifically the Resettlement and Movement Division (RMM), has the organizational responsibility to provide direction, oversight, and guidance to IOM's global support to all resettlement programs.

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 **Head of Operations** and the direct supervision of **National Associate Movement Operations Officer**, the Senior Operations Assistant (Field Support) is responsible for supervising movement operations activities in the field, with the following duties and responsibilities.

RESPONSIBILITIES AND ACCOUNTABILITIES

1. Coordinate a team or teams of up to a total of eight staff members undertaking field 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, including supporting 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 field support activities..
2. Coordinate the efficient and effective management of airport services, including care and verification of travel documentation; assistance with airport formalities; escorts for arriving and departing individuals; ensuring individuals with special needs or equipment receive appropriate support; and sending notifications using relevant systems. Schedule daily work for Field Support staff, ensuring adequate coverage for all flight arrivals and departures based on advanced booking notifications (ABNs) and onward movements, and ensure staff have adequate power and IT availability to complete their work. Handle all urgent issues as they occur and process relevant financial paperwork in coordination with IOM management.
3. Coordinate staff as they assist individuals at transit centres or third-party facilities throughout their stay. Coordinate with National Associate Movement Operations Officer to maintain an organized flow of individuals and their luggage through arrival and departure procedures at the facility; track relevant information regarding flight data and ensure team members are updated on departure times, delays and cancellations; work with staff to ensure luggage and medical checks are organized in an efficient manner; under the supervision of National Associate Movement Operations Officer, create the weekly shift schedule and assign tasks, ensuring coverage is adequate to maintain a safe, secure and clean environment; report regularly to management on long-stayers and other relevant issues, employing creative problem solving as needed to handle problems. In coordination with National Associate Movement Operations Officer, handle financial paperwork.
4. Coordinate timely and adequate services for meals, snacks, and water for individual staying at Transit Centres, third-party facilities or during transit in airports and other locations, ensuring staff members work closely with the service provider to ensure meals are culturally appropriate and to reduce the level of waste while keeping the quality of the food at the highest standard.
5. Coordinate pre-departure formalities including but not limited to travel loans, luggage, prohibited items, bag tags and clothing/shoes. Schedule and supervise daily discussions with individuals staying in facilities on cleanliness, litter and hygiene. Ensure all posters and informational messages are up-to-date and placed in visible locations.
6. Provide oversight at transit centres 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 management if issues arise.
7. Supervise the coordination of transportation from consolidation points, transit centres and third-party facilities, including liaising with service providers, supervising staff as they ensure the identity verification, readiness and organization of individuals being transported, and preparing and supervising relevant briefings. Ensure baggage sorting, tagging, and handling is done appropriately and that staff members arrange for individuals to be escorted on transportation as needed. Ensure persons with special needs are provided with appropriate services and report any issues to supervisors immediately.

8. Coordinate selection mission support, exit permit support and/or interpretation services for individuals at the airport, in transit centres, camps, consolidation points and third-party facilities or during transport by air, ground or water.
9. Under the close supervision of National Associate Movement Operations Officer, liaise as needed with other Teams and Units in IOM Poland 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 and keep supervisors immediately informed of any issues that arise.
10. As needed, and under the close supervision of National Associate Movement Operations Officer, assist with financial activities related to movement operations, such as petty cash payments and report
11. Train Field Support Team members as needed to manage their work, conduct quality assurance, and to monitor and guide other Field Support staff members and activities efficiently and effectively.
12. Alert National Associate Movement Operations Officer 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

- 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.

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 distinct advantage.

Languages

External applicants for all positions in the Professional category are required to be proficient in English and have at least a working knowledge of one additional UN Language (Arabic, Chinese, French, Russian, or Spanish).

For all applicants, fluency in English is required (oral and written).

Desirable

Working knowledge of Ukrainian, Polish and/or Russian is an advantage.

Required Competencies

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

The incumbent is expected to demonstrate the following values and competencies:

VALUES - All IOM staff members must abide by and demonstrate these five values:

- **Inclusion and respect for diversity:** Respects and promotes individual and cultural differences. Encourages diversity and inclusion.
- **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 - 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 actions 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.

Other:

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, or a completed Personal History Form in English by email to: rscrcpl@iom.int**, specifying the vacancy reference number and full name in the subject line (e.g., "UA90VN/2024/14 – Jane SMITH").

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

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.

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Posting period:

From 19 March 2024 to 02 April 2024