



## Vacancy Notice

### Open to Internal and External Candidates

Vacancy Number : **UA90VN/2024/15**  
Position Title : **Operations Assistant (Field Support)**  
Duty Station : **Ukraine Sub - Office in Warsaw, Poland**  
Classification : **General Service Staff, Grade G4 ([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 **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:

## RESPONSIBILITIES AND ACCOUNTABILITIES

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 centres 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 centres and third-party facilities for extended periods of up to 12 hours and during overnight periods and weekends, 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 centres 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 centres, 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 Operations Assistant (Team Leader) 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 Operations Assistant (Team Leader) 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 work experience, or;
- Bachelor's degree with two years of relevant work experience.

### Experience

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

### Skills

- Strong interpersonal and communication skills.
- Good knowledge of Word, Excel and the internet is a strong advantage.

### Languages

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

### Desirable

Working knowledge of Ukrainian, Russian and/or Polish 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 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 actions and delegated work.

**Communication:** Encourages and contributes to clear and open communication. Explains complex matters in an informative, inspiring and motivational way.

***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:** [rscrecpl@iom.int](mailto:rscrecpl@iom.int), specifying the vacancy reference number and full name in the subject line (e.g., "UA90VN/2024/15 – 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