



International Organization for Migration (IOM)  
The UN Migration Agency

## VACANCY NOTICE

### Open to Internal and External Candidates

Position Title : **Senior Operations Assistant (Data Processing)**  
VN No : **PLVN23 – 014 - 04**  
Duty Station : **Warsaw, Poland**  
Classification : **General Service Staff, Grade G6**  
Type of Appointment : **One Year Fixed Term, with possibility of extension**  
Estimated Start Date : **As soon as possible**

Closing Date : **22 September 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 overall supervision of the Head of Operations and the direct supervision of National Associate Movement Operations Officer, the Senior Operations Assistant (Data Processing), is responsible for undertaking data processing activities, with the following duties and responsibilities:

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

1. Oversee a team or teams of up to a total of eight staff members recording demographic and biographic information in MiMOSA upon receipt of the request for travel and confirming receipt to third parties, such as an embassy or Resettlement Support Center (RSC). Support 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 data processing activities.
2. Oversee Data Processing team members as they manage, secure, and account for travel documents in accordance with the local Standard Operating Procedures (SOPs). Ensure team members are undertaking secure storage of documentation and data in accordance with IOM principles and guidelines and that all the necessary measures to guarantee limited access to physical files are taken.
3. Oversee Data Processing team members in processing exit permits and travel documents in close coordination with supervisors and other IOM colleagues; this may include direct communication with beneficiaries in relation to required documentation in accordance with SOPs.

4. Ensure staff members prepare all travel documentation required for the exit process and submit to relevant authorities for approval, following up on exit permit requests and clearances in a timely manner.
5. Oversee the issuance and timely dispatch of travel documents with Operations colleagues, from booking notifications to logistical assistance, with exit processes closely coordinated.
6. Oversee the preparation of all travel-ready documentation for transfer to Field Support colleagues in collaboration and coordination with supervisors while ensuring the travel bag has all necessary documentation to depart the country.
7. Oversee the preparation of reports on the receipt of documentation to time of service delivery; inform management of possible issues which need attention and suggest corrective actions. Report to management any problems encountered like denials of exit permits, reasons for such denials and possible solutions.
8. Oversee the preparation of regular data mining reports in order to ensure that MiMOSA is up-to-date, accurate and maintains the integrity of relevant Movement Operations projects.
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. Demonstrate an in-depth understanding of relevant Movement Operations SOPs and Movements-related systems and databases, 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 National Associate Movement Operations Officer 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**

- 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 MiMOSA and SAR) is a distinct advantage.

### **Language**

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

## ***Required Values***

### **Inclusion & respect for diversity**

- Celebrates diversity in all its forms
- Shows respect and sensitivity towards gender, culture, race and ethnicity, religion, sexual orientation, political conviction and other differences.
- Encourages the inclusion of all team members and stakeholders while demonstrating the ability to work constructively with people from different backgrounds and orientations.
- Promotes the benefits of diversity; values diverse points of view and demonstrates this in daily work and decision making.
- Proactively addresses any prejudice, biases and intolerance in the workplace.
- Actively contributes to creating and maintaining a safe, harmonious, and respectful working environment free from all forms of discrimination, harassment, (including sexual harassment) and abuse of authority

### **Integrity & transparency**

- Upholds and promotes the United Nations Charter, IOM's Standards of Conduct and Unified Staff Regulations and Rules.
- Delivers on commitments; manages the Organization's resources honestly, reliably and sustainably.
- Embraces and encourages transparency, balancing this with the need for discretion and confidentiality as appropriate.
- Maintains impartiality and takes prompt action in cases of unprofessional or unethical behavior.
- Does not abuse one's position and acts without consideration of personal gain. Is motivated by professional rather than personal concerns.
- Respects the principle of independence and neither seeks, nor accepts, instructions from Member States.

### **Professionalism**

- Demonstrates professional competence, mastery of subject matter and a willingness to improve knowledge and skills.
- Seeks to raise professional standards in oneself and others through daily work and activities.
- Is cognizant that taking certain courses of action may threaten the reputation of the Organization.
- Shows self-control and persistence when faced with difficult problems; remains calm in stressful situations.
- Is conscientious and efficient in meeting commitments, observing deadlines and achieving results.
- Has a commitment to professional development.

### **Courage**

- Does the right thing, even in particularly challenging and difficult situations.
- Shows resilience and respect in the face of adversity.
- Is decisive and versatile when faced with uncertainty and adapts quickly to change. Is prepared to take calculated risks to achieve the objectives of the Organization.
- Willing to speak up to protect others when misconduct or wrongdoing occurs.
- Is able to provide honest and constructive feedback to peers, direct reports or a supervisor.

### **Empathy**

- Is able to stand in another person's shoes and consider a situation from another perspective, even if one doesn't agree with it.

- Supports and relates to others; actively seeks to emotionally understand what other people may be feeling.
- Is fully present when working with others, actively listening and engaging.
- Encourages collaboration through a willingness to consider multiple perspectives and opinions.

## ***Required Competencies***

### **Teamwork**

- Fosters a sense of team spirit by developing a shared understanding, accountability and enthusiasm for the team's work.
- Displays a high level of cultural awareness, sensitivity to different ways of working and leverages individual strengths in order to build a better team.
- Shares credit for team accomplishments and ensures that the contribution of others is recognized.
- Helps create a positive team spirit, putting aside personal considerations to help the team achieve its goals.

### **Delivering Results**

- Produces high-quality results and workable solutions that meet clients' needs.
- Anticipates constraints, identifies solutions and takes responsibility for addressing critical situations.
- Monitors own and others' work in a systematic and effective way, ensuring required resources and outputs.
- Aligns projects with Organization's mission and objectives and demonstrates a good understanding of the impact of team's and own work on external and internal counterparts.

### **Managing and Sharing Knowledge**

- Disseminates and shares knowledge openly and actively contributes to knowledge/network communities for topics relevant to area of expertise.
- Encourages knowledge sharing across units/departments and ensures that knowledge as captured, recorded and disseminated appropriately.
- Builds networks for the effective communication and exchange of knowledge and ideas and puts others into contact with various sources of knowledge.
- Contributes to an environment that is conducive to innovation and learning.

### **Accountability**

- Proactively seeks responsibility in delivering towards the goals of the organization.
- Plans and organizes work with a clear and deliberate focus, ensuring commitments are easily identified and progress is widely communicated.
- Stands by the actions of team or department, publicly accepting ownership.
- Takes responsibility of own shortcomings and those of the work unit, where applicable.

### **Communication**

- Speaks and writes clearly and effectively.
- Seeks to share information with others, with due respect for diversity and confidentiality of specific sensitive information.
- Listens and seeks to understand without bias and responds appropriately.
- Shares information and keeps others up to date; actively seeks others' views and ideas and respects their contribution.
- Tailors communication style to suit audience.

## ***Managerial Competencies***

**Leadership**

- Assigns responsibilities fairly and manages performance, taking account of individual strengths, workloads and interests.
- Is inclusive in decision-making and actively seeks feedback from team members and colleagues in order to identify opportunities for improvement.
- Takes sound and timely managerial decisions that are consistent with the Organization's vision and purpose.
- Establishes and maintains relationships with a broad range of stakeholders to understand needs and gain support.

**Empowering others**

- Delegates appropriately to make the most of other's talents, clarifying expectations and allowing autonomy in important areas while providing necessary support.
- Encourages others to take responsibility for their performance; promotes ownership, responsibility and accountability for desired results at all levels.
- Gives proper credit to others, shows appreciation and rewards achievement and effort.

**Building trust**

- Creates an atmosphere of trust and confidence in which others can talk and act without fear of repercussion.
- Ensures fair and equitable access to flexible working opportunities.
- Remains authentic and approachable in difficult situations.

**Strategic thinking and vision**

- Aligns own actions to the Organization's vision, values and mandate.
- Translates strategic direction into short and medium-term plans and objectives for own team; revises objectives to reflect changes in organizational goals.
- Identifies key issues/priorities in complex situations and how they may be related to one another.
- Clearly communicates links between the Organization's strategy and the work unit's goals.

**Humility**

- Shows a high level of self-awareness, admitting own weaknesses and shortcomings.
- Demonstrates openness to constructive feedback and receives it without retaliating or becoming defensive.
- Leads with compassion.

***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.

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***How to apply:***

Interested candidates are invited to submit their application by sending a Motivation Letter and the updated CV with a completed Personal History Form [IOM Personal History Form.xls \(live.com\)](#) (four pages) in to the email address [smukrmhdopsrecpl@iom.int](mailto:smukrmhdopsrecpl@iom.int) referring to this advertisement, or you can apply by clicking on following link <https://www.impactpool.org/jobs/989450>.

**Closing Date: 24.09.2023**

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.**