

GENERIC POST DESCRIPTION

SECTION 1

Position Information

SVN	IOM/DAR/009/2024
Position Title	Operations Assistant (Field Support) 3 POSITIONS
Position Grade	G4
Duty Station	Dar es Salaam, Tanzania United Republic Of
Duration	6 Months with possibility of extension
Position Number	To be created
Job Family	Operations
Organizational Unit	Movement Operations
Is this a Regional, HQ, MAC, PAC, Liaison Office, or a Country Office based position?	Country based
Position rated on	Rated
Reports directly to	Senior Operations Assistant (Field Support)
Overall supervision by	National Associate Movement Operations Officer
Number of Direct Reports	0

SECTION 2

Organizational Context and Scope

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 National Associate Movement Operations Officer, and the direct supervision of Senior Operations Assistant (Field Support), the Operations Assistant (Field Support), is responsible for the following duties and responsibilities.

SECTION 3

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 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 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 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.

SECTION 4

Required Qualifications and Experience

EDUCATION

- Four years of working experience with secondary [high school] education.
- Two years of working experience with Bachelor's degree.

EXPERIENCE

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

SKILLS

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

TECHNICAL

- Delivers on set objectives in hardship situations.

SECTION 5

Languages

REQUIRED

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

DESIRABLE

Working knowledge of French and/or Spanish is an advantage.

SECTION 6

Competencies¹

■ 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.

¹ Competencies and respective levels should be drawn from the Competency Framework of the Organization.

OTHER:

The UN system in Tanzania provides a work environment that reflects the values of gender equality, teamwork, diversity, integrity, a healthy balance of work and life and equal opportunities for all, including persons with disability.

Female candidates and qualified persons with disabilities are encouraged to apply for UN vacancies and are protected from discrimination during all stages of employment.

NO FEES:

IOM does not charge a fee at any stage of its recruitment process (application, interview, processing, training, or other fee). IOM does not request any information related to bank accounts.

HOW TO APPLY:

Interested candidates should fill in the PH form, submit CV's and cover letter indicating Vacancy Number with 3 professional references and contacts to email address:

tzvacancy@iom.int

The vacancy is open for both internal and External candidates Tanzanian national only.

Only e-mail applications will be considered.

For further information, please refer to: <https://tanzania.iom.int/careers>

Posting period: From 01st February 2024–14th February 2024

GENERIC POST DESCRIPTION

SECTION 1

Position Information

Vacancy Number	IOM/KSU/008/2024
Position Title	Operations Assistant – Team Leader (Field Support)
Position Grade	G5
Duty Station	Kasulu/Makere
Type of Appointment & Duration	One Year with a possibility of extension
Position Number	To be created
Job Family	Operations
Organizational Unit	Movement Operations
Is this a Regional, HQ, MAC, PAC, Liaison Office, or a Country Office based position?	Country Office
Position rated on	Rated
Reports directly to	National Movements Operations Officer
Number of Direct Reports	0

SECTION 2

Organizational Context and Scope

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 Operations Officer (Field Support), the direct supervision of National Movements Operations Officer, the Operations Assistant – Team Leader (Field Support) is responsible for undertaking movement operations activities in the field, with the following duties and responsibilities:

SECTION 3

Responsibilities and Accountabilities

1. Undertake 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. As required, monitor and guide teams of Operations Clerks and Operations Assistants in completing field support activities.
2. In coordination with the National Movements Operations Officer , lead Field Support Teams as they perform airport services, as well as perform airport services when required, 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. Lead Field Support Teams as they 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. Assist in the coordination of timely and adequate services for meals, snacks and water for individual staying at Transit Centers, third-party facilities or during transit in airports and other locations. 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. Work with units and departments and beneficiaries on pre-departure formalities including but not limited to travel loans, luggage, prohibited items, bag tags and clothing/shoes. Assist with daily discussions with beneficiaries on cleanliness, litter and hygiene. Keep all posters and informational messages up-to-date and placed in visible locations.
6. Provide assistance at transit centers 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.
7. Lead 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. Ensure baggage sorting, tagging and handling is

done appropriately and 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. 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.
9. Provide regular feedback on work being accomplished to the National Movements Operations Officer and keep supervisors immediately informed of any issues requiring their attention.
10. Alert National Movements Operations Officer or management of any non-compliance to SOPs or codes of conduct by IOM staff members or partners.
11. Perform such other duties as may be assigned.

SECTION 4

Required Qualifications and Experience

EDUCATION

- Completed secondary [high school] education required and five years of relevant working experience.
- Three years of working experience with a Bachelor's degree.

EXPERIENCE

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

SKILLS

- Strong computer skills - Word, Excel and Internet.

SECTION 5

Languages

REQUIRED

Fluency in English is required (oral and written).

DESIRABLE

Working knowledge of French.

SECTION 6

Competencies¹

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

¹ Competencies and respective levels should be drawn from the Competency Framework of the Organization.

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 - Behavioural 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.

---- If direct reports (10th row above) for PAS is greater than zero, then the managerial competencies below are inserted. ----

MANAGERIAL COMPETENCIES - Behavioural 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:

The UN system in Tanzania provides a work environment that reflects the values of gender equality, teamwork, diversity, integrity, a healthy balance of work and life and equal opportunities for all, including persons with disability.

Female candidates and qualified persons with disabilities are encouraged to apply for UN vacancies and are protected from discrimination during all stages of employment.

NO FEES:

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HOW TO APPLY:

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The vacancy is open for internal and external candidates Tanzanian national only. Only e-mail applications will be considered.

For further information, please refer to: <https://tanzania.iom.int/careers>

Posting period: From 31.01.2024 to 13.02.2024



GENERIC POST DESCRIPTION

SECTION 1

Position Information

Vacancy Number	IOM/KSU/007/2024
Position Title	Senior Operations Assistant (Field Support)
Position Grade	G6
Duty Station	Kasulu/Makere
Type of Appointment&Duration	One Year with Possibility of Extension
Position Number	To be created
Job Family	Operations
Organizational Unit	Movement Operations
Is this a Regional, HQ, MAC, PAC, Liaison Office, or a Country Office based position?	Country Office
Position rated on	Rated
Reports directly to	National Movements Operations Officer
Number of Direct Reports	0

SECTION 2

Organizational Context and Scope

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

SECTION 3

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 centers or third-party facilities throughout their stay. Coordinate with National Movements 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 Movements 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 Movements Operations Officer handle financial paperwork.
4. Coordinate timely and adequate services for meals, snacks and water for individual staying at Transit Centers, 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 counselling, 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 centers 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 management if issues arise.
7. Supervise the coordination of transportation from consolidation points, transit centers 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 and/or provide pre-screening, pre-departure orientation and selection mission support, medical processing support, exit permit support and/or interpretation services for individuals at the airport, in transit centers, camps, consolidation points, IOM facilities and third-party facilities or during transport by air, ground or water.
9. Under the close supervision of National Movements Operations Officer, liaise as needed with other Teams and Units in IOM, Tanzania 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 Movements Operations Officer and keep supervisors immediately informed of any issues that arise.
10. As needed, and under the close supervision of National Movements Operations Officer, assist with financial activities related to movement operations, such as petty cash payments and reports.
11. Train Field Support Team members as needed to efficiently and effectively manage their work, conduct quality assurance, and to monitor and guide other Field Support staff members and activities.
12. Alert National Movements 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.

SECTION 4

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.

SECTION 5

Languages

REQUIRED

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 French or Spanish is an added advantage.

SECTION 6

Competencies¹

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

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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 – 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.

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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.

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Humility: Leads with humility and shows openness to acknowledging own shortcomings.

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