



VNML-10- 2019

**Open to Internal and External Candidates**

Position Title : **Associate Movement Operations Officer (Field Support)**  
Duty Station : **Bamako, Mali**  
Classification : **National Officer, Grade NOA**  
Type of Appointment : **Fixed term, one year with possibility of extension**  
Estimated Start Date : **As soon as possible**

Closing Date : **November 18, 2019**

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.

The European Union (EU) and the International Organization for Migration (IOM) have developed the Joint Initiative for Migrant Protection and Reintegration in Africa (hereinafter "Joint Initiative"). Implemented in 13 countries (Burkina Faso, Cameroon, Chad, Côte d'Ivoire, Ghana, Guinea, Guinea Bissau, Mali, Mauritania, Niger, Nigeria, Senegal and The Gambia) and in the Regional Office in Dakar through 14 specific actions, it aims to protect the security, dignity and rights of migrants along this important and dangerous migration route and to help improving the reintegration of returnees through an innovative approach.

This will be achieved through different types of interventions including protection and assistance to vulnerable and stranded migrants, assistance for voluntary return, support for sustainable reintegration in the communities of origin, the dissemination of accurate information on migration to migrants, potential migrants and communities, and the collection of data on migration flows. The Initiative will aim at strengthening the technical and material capacities of the authorities and organizations involved in these areas so that they can ultimately take over policies and programmes related to the protection and reintegration of migrants in the region, with a view to improving the governance of migration in the region.

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

### ***Context:***

Under the direct supervision of Chief of Mission, in close collaboration with National Associate Movement Operations Officer (Movements and Data Processing) and the heads of units, the Associate Movement Operations Officer (Field Support) is responsible for supervising movement operations activities in the field, with the following duties and responsibilities:

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

1. Oversee up to three teams of 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. Oversee the efficient and effective management of airport services for arriving and departing individuals, including documentation, luggage, escorts and special services ensuring staff at airports deliver the highest quality service possible and interact in the appropriate way with airport and government officials and handle urgent issues as they occur. Monitor the work schedule, ensuring there is adequate coverage for daily flights, and validate all hours worked for HR. Process relevant financial paperwork for airport services in coordination with the IOM finance department.
3. Oversee staff as they assist individuals at Transit Centers or third-party facilities. Monitor the weekly shift schedule, ensuring coverage is adequate to maintain a professional, safe, secure and clean environment; address issues as they arise. Continually seek ways in which IOM can improve services, including in relation to food, water, non-food items, shelter, sanitation, briefings, signage and youth services; for third party facilities, regularly conduct checks to ensure accommodation is up to IOM standards. Manage assets and inventories, ensuring stocks are continually acceptable, supervise quality control of vendors, and manage the fleet of Transit Center vehicles and related driving schedules, staff and paperwork, if relevant. In coordination with the finance and procurement units, handle all paperwork related to facilities, including payment and procurement requests.
4. Oversee staff undertaking 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 meal providers to ensure meals are culturally appropriate, hygienic and cost efficient; as needed, identify new vendors to provide services and negotiate agreements with them.
5. Ensure selection mission support, exit permit support and interpretation services are coordinated for individuals at the airport, Transit Centers, camps, consolidation points and third-party facilities or during transport by air, ground or water, according to the highest ethical standards and guidelines established by IOM. Handle financial paperwork related to selection mission, exit permit or interpretation services as needed.
6. Supervise the coordination of transportation from consolidation points, Transit Centers and third-party facilities, including liaising with service providers and supervising staff as all related activities are undertaken. Regularly review service providers to ensure they meet IOM

- standards. Ensure persons with special needs are provided with appropriate services and continually seek ways in which services can be expanded and improved to meet their needs.
7. Liaise with Units in IOM Mali and with external partners such as airport and government authorities, the relevant embassies, and the United Nations High Commissioner for Refugees (UNHCR) in a positive and productive manner. As needed, participate IOM at partner meetings and conferences.
  8. Supervise quality assurance procedures of Field Support services, ensuring quality assurance checks are being regularly undertaken by staff members overseeing day-to-day activities. Report any anomalies or issues with Field Support relevant data to Chief of Mission.
  9. Supervise the handling of at-risk and sensitive cases in accordance with IOM's policies, procedure and guidance in the Movement Management Manual (MMM), including assistance for unaccompanied refugee minors (URMs) while ensuring that IOM is adequately training staff members on working with at-risk and sensitive cases and is mainstreaming prevention of sexual exploitation and abuse (PSEA) through the awareness and training sessions for staff and service-providers.
  10. Ensure incident reports are prepared, submitted and responded to in an efficient manner and communicate promptly to management and staff about all incidents that occur while suggesting methods of improving service and reducing incidents related to arriving and departing flights, transit and facilities to Chief of Mission when needed.
  11. Prepare statistics and report regularly to the Chief of Mission on relevant activities, problems and solutions related to Field Support while working to streamline how reports are prepared and presented in order to improve services.
  12. Demonstrate a comprehensive understanding of relevant Movement Operations SOPs, 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). Develop and revise SOPs as needed. Ensure staff members conduct themselves according to the code of conduct and with a high level of integrity at all times.
  13. Maintain and promote the confidentiality and integrity of all relevant paperwork in line with standards of conduct and data protection rules. Alert Chief of Mission or management of any non-compliance to SOPs or codes of conduct by IOM staff members or partners.
  14. Perform such other duties as may be assigned.

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

#### **Education**

- Two years of working experience with bachelor's degree; no years of working experience with Master's degree.

#### **Experience**

Experience in Movement Operations especially with IOM, is highly preferred.

Knowledge of Movement Operations program implementation and familiarity with IOM's administrative, financial and business rules and practices is desirable.

Strong written and verbal communication skills and ability to effectively communicate with and lead a team.

Demonstrated proficiency with IGator.

Excellent computer skills and a high level of proficiency in spreadsheet and database applications.

## **Languages**

Thorough knowledge of English and French.

Working knowledge of any local language an advantage.

## ***Required Competencies***

### **Accountability**

- Accepts and gives constructive criticism
- Follows all relevant procedures, processes, and policies
- Meets deadline, cost, and quality requirements for outputs
- Monitors own work to correct errors
- Takes responsibility for meeting commitments and for any shortcomings

### **Client Orientation**

- Identifies the immediate and peripheral clients of own work
- Establishes and maintains effective working relationships with clients
- Identifies and monitors changes in the needs of clients, including donors, governments, and project beneficiaries
- Keeps clients informed of developments and setbacks

### **Continuous Learning**

- Contributes to colleagues' learning
- Demonstrates interest in improving relevant skills
- Demonstrates interest in acquiring skills relevant to other functional areas
- Keeps abreast of developments in own professional area

### **Communication**

- Actively shares relevant information
- Clearly communicates, and listens to feedback on, changing priorities and procedures
- Writes clearly and effectively, adapting wording and style to the intended audience
- Listens effectively and communicates clearly, adapting delivery to the audience

### **Creativity and Initiative**

- Actively seeks new ways of improving programmes or services
- Expands responsibilities while maintaining existing ones
- Persuades others to consider new ideas
- Proactively develops new ways to resolve problems

### **Leadership and Negotiation**

- Convinces others to share resources
- Actively identifies opportunities for and promotes organizational change
- Presents goals as shared interests
- Articulates vision to motivate colleagues and follows through with commitments

### **Performance Management**

- Provides constructive feedback to colleagues
- Identifies ways for their staff to develop their abilities and careers
- Provides fair, accurate, timely, and constructive staff evaluations
- Uses staff evaluations appropriately in recruitment and other relevant HR procedures
- Holds directly reporting managers accountable for providing fair, accurate, timely, and constructive staff evaluation

### **Planning and Organizing**

- Sets clear and achievable goals consistent with agreed priorities for self and others
- Identifies priority activities and assignments for self and others
- Organizes and documents work to allow for planned and unplanned handovers
- Identifies risks and makes contingency plans
- Adjusts priorities and plans to achieve goals
- Allocates appropriate times and resources for own work and that of team members

### **Professionalism**

- Masters subject matter related to responsibilities
- Identifies issues, opportunities, and risks central to responsibilities
- Incorporates gender-related needs, perspectives, and concerns, and promotes equal gender participation
- Persistent, calm, and polite in the face of challenges and stress
- Treats all colleagues with respect and dignity
- Works effectively with people from different cultures by adapting to relevant cultural contexts
- Knowledgeable about and promotes IOM core mandate and migration solutions

### **Teamwork**

- Actively contributes to an effective, collegial, and agreeable team environment
- Contributes to, and follows team objectives
- Gives credit where credit is due
- Seeks input and feedback from others
- Delegates tasks and responsibilities as appropriate
- Actively supports and implements final group decisions
- Takes joint responsibility for team's work

### **Technological Awareness**

- Learns about developments in available technology
- Proactively identifies and advocates for cost-efficient technology solutions
- Understands applicability and limitation of technology and seeks to apply it to appropriate work

### **Resource Mobilization**

- Establishes realistic resource requirements to meet IOM needs

### ***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.

Only candidates residing in either the country of the duty station or from a location in a neighbouring country that is within commuting distance of the duty station will be considered. In all cases, a prerequisite for taking up the position is legal residency in the country of the duty station, or in the neighbouring country located within commuting distance, and work permit, as applicable.

***How to apply:***

Interested candidates are invited to submit their applications (CV and Cover letter) via email at [iommalihr@iom.int](mailto:iommalihr@iom.int), by November 18, 2019 at the latest, referring to this advertisement.

Only shortlisted candidates will be contacted.

***Posting period:***

From 04.11.2019 to 18.11.2019