



International Organization for Migration (IOM)  
The UN Migration Agency

## Terms of Reference

I. POSITION INFORMATION	
Position title	Operations Assistant (Movements)
Position grade	G5
Duty station	Lilongwe, Malawi
Position number	
Job family	Operations
Organizational unit	Movement Operations
Country Office based position	Country Office Position
Appointment type	Special short term, Six months with possibility of extension
Position rated on	
Reports directly to	Operation Assistant- Team Leader
Number of Direct Reports	0
VACANCY-SPECIFIC INFORMATION	
Estimated closing date	2 weeks
Estimated start date	ASAP
Posting channel	First and Second-Tier Candidates
Complete WBS (up to the 5th level)	
II. ORGANIZATIONAL CONTEXT AND SCOPE	
<p>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.</p> <p><b>Context:</b></p> <p>Under overall supervision of the Chief of Mission and direct supervision of Operation Assistant – Team Leader , the Operations Assistant (Movements) is responsible for undertaking movements activities, with the following duties and responsibilities:</p>	
III. RESPONSIBILITIES AND ACCOUNTABILITIES	
<ol style="list-style-type: none"> <li>1. Coordinate, schedule and book travel for individuals upon receipt of travel-ready status and/or request in accordance with travel requirements, including but not limited to the distribution of Advance Booking Notifications (ABNs), updates, domestic flights, cancellations and departure notifications.</li> </ol>	

<ol style="list-style-type: none"> <li>2. Organize and complete all bookings in a timely manner and in accordance with the Handbook of IOM Tariffs (HIT) and standard operating procedures (SOPs) from the Division of Resettlement and Movement Management (RMM). Under the supervision of the Operation Officer. distribute travel information to internal and external stakeholders.</li> <li>3. Compile and analyze descriptive statistics, using I-GATOR to capture costs and prepare travel loan paperwork as specified in SOPs and in accordance with host government's procedures.</li> <li>4. Create movement data files, by ABN, for all individuals in accordance with SOPs and for IOM accountability.</li> <li>5. In accordance with local practices and RMM guidelines and standards, and in close coordination with supervisors, identify and assign escorts to accompany vulnerable individuals.</li> <li>6. In coordination with Operation Officer, process exit permission paperwork and ICRC Travel Documents in accordance with established standards and the local guidelines.</li> <li>7. Conduct identity and document verification prior to the distribution of travel documentation to refugees, immigrants and migrants.</li> <li>8. Conduct pre-departure counselling on pre-embarkation procedures and special needs during travel (such as meals, medication, wheelchairs and medical conditions) as needed. Identify beneficiary vulnerabilities and coordinate appropriate action to ensure they are addressed.</li> <li>9. Provide regular feedback on work being accomplished to the Operation Officer and keep supervisors immediately informed of any issues that arise.</li> <li>10. Demonstrate an in-depth understanding of relevant Movement Operations SOPs and Movements-related systems and databases (including iGATOR, MiMOSA, SAR and Amadeus), 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.)</li> <li>11. Maintain and ensure the confidentiality and integrity of all relevant paperwork in line with standards of conduct and data protection rules. Alert Operation Officer or management of any non-compliance to SOPs or codes of conduct by IOM staff members or partners.</li> <li>12. Perform such other duties as may be assigned.</li> </ol>
<b>IV. REQUIRED QUALIFICATIONS AND EXPERIENCE</b>
<b>EDUCATION</b>
<ul style="list-style-type: none"> <li>• University Degree in social science, With three years of working experience or</li> <li>• Diploma in the aforementioned field of study with five years of working experience</li> </ul>
<b>EXPERIENCE</b>
<ul style="list-style-type: none"> <li>• Prior Movement Operations or transportation experience a strong advantage; and</li> <li>• Strong computer skills - Word, Excel and Internet; past experience with Movement Operations-related databases and systems (including iGATOR, MiMOSA, SAR and Amadeus) is a strong advantage.</li> </ul>

V. LANGUAGES	
Required (specify the required knowledge)	Advantageous
For this position, fluency in English is required (oral and written).	
Working knowledge of local language is an advantage.	
VI. COMPETENCIES <sup>1</sup>	
The incumbent is expected to demonstrate the following values and competencies:	
<p><b>Values</b> - all IOM staff members must abide by and demonstrate these three values:</p> <ul style="list-style-type: none"> <li>• <u>Inclusion and respect for diversity</u>: respects and promotes individual and cultural differences; encourages diversity and inclusion wherever possible.</li> <li>• <u>Integrity and transparency</u>: maintains high ethical standards and acts in a manner consistent with organizational principles/rules and standards of conduct.</li> <li>• <u>Professionalism</u>: demonstrates ability to work in a composed, competent and committed manner and exercises careful judgment in meeting day-to-day challenges.</li> </ul> <p><b>Core Competencies</b> – behavioural indicators <i>level 1</i></p> <ul style="list-style-type: none"> <li>• <u>Teamwork</u>: develops and promotes effective collaboration within and across units to achieve shared goals and optimize results.</li> <li>• <u>Delivering results</u>: produces and delivers quality results in a service-oriented and timely manner; is action oriented and committed to achieving agreed outcomes.</li> <li>• <u>Managing and sharing knowledge</u>: continuously seeks to learn, share knowledge and innovate.</li> <li>• <u>Accountability</u>: takes ownership for achieving the Organization's priorities and assumes responsibility for own action and delegated work.</li> <li>• <u>Communication</u>: encourages and contributes to clear and open communication; explains complex matters in an informative, inspiring and motivational way.</li> </ul>	
Notes <sup>2</sup>	

<sup>1</sup> Competencies and respective levels should be drawn from the Competency Framework of the Organization.

<sup>2</sup> Indicate in this box if there is any differing provision of process because the position is in a specific program or to address emergency situations. For example, if donor approval is required: "The recruitment process for this vacancy will be subject to PRM review, as part of the USRAP process".

**Submit your application to:**

The Resources Management Officer

International Organization for Migration (IOM)

Area 13, Plot No.97, Sogecoa Golden Peacock Hotel Complex Road, Lilongwe, Malawi.

Email: [lilongwevacancy@iom.int](mailto:lilongwevacancy@iom.int).

**Closing date for submission is on 02 December 2022**

Only Shortlisted Candidates will be contacted.

<p>Internals of the Organization will be considered as first-tier candidates. This vacancy is also open to second-tier candidates.</p> <p>The appointment is subject to funding confirmation.</p> <p>Appointment will be subject to certification that the candidate is medically fit for appointment,</p>