



GENERIC POST DESCRIPTION

SECTION 1

Position Information

Position Title	Operations Associate (Movements)
Position Grade	G7
Duty Station	Lilongwe, Malawi
Position Number	20052142
Job Family	Operations
Organizational Unit	Movement Operations
Is this a Regional, HQ, MAC, PAC, Liaison Office, or a Country Office based position?	Country Office, Malawi
Position rated on	18Aug2018 A ROVIRA
Reports directly to	Migration Health Physician
Number of Direct Reports	Up to 7 (see RMM Job Architecture Guidelines for more information)

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 Chief of Mission (CoM), and the direct supervision of Migration Health Physician, the Operations Associate (Movements), Malawi, is responsible for supervising responsible for supervising movement activities, with the following duties and responsibilities.

SECTION 3

Responsibilities and Accountabilities

1. Oversee team leader-headed teams of up to a total of 16 staff members coordinating, scheduling and booking travel upon receipt of a 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. 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 movements activities.
2. Oversee the organization and completion of 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).
3. Ensure compliance with program-specific SOPs for different migrant types and other modes of travel by air, land or sea. Supervise the distribution of travel information to internal and external stakeholders.
4. Oversee Movements team members as they 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. Ensure paperwork is accurate and timely. Certify vendor-incurred costs and verify charges for beneficiary movements; capture costs in the movement cost report, monitor cost settlement and transfer to financial accounting.
5. Oversee the creation of movement data files, by ABN, for all individuals in accordance with SOPs and for IOM accountability.
6. In accordance with local practices and RMM guidelines and standards, and in close coordination with supervisors, oversee Movements team members as they identify and assign escorts to accompany vulnerable individuals.
7. Oversee identity and document verification prior to the distribution of travel documentation to refugees, immigrants and migrants.
8. Oversee 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.
9. Provide regular feedback on work being accomplished to the Migration Health Physician and keep informed of issues that arise.
10. Train Movements team members as needed to efficiently and effectively manage their work, conduct quality assurance, and to monitor and guide other staff members and activities.
11. Demonstrate a comprehensive 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).
12. Maintain and ensure the confidentiality and integrity of all relevant paperwork in line with standards of conduct and data protection rules. Alert the Migration Health Physician 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

- Seven years of working experience with secondary [high school] education;
- Five 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

Fluency in English is required (oral and written)

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 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.

SECTION 7

Signatures

1 st Level Supervisor	Date
	Click here to enter a date.
2 nd Level Supervisor	Date
	Click here to enter a date.

Submit your application to:

Email: lilongwevacancy@iom.int.

Closing date for submission is on 29th September 2023

Only Shortlisted Candidates will be contacted.