



International Organization for Migration (IOM)  
The UN Migration Agency

## VN IOM109/2021

Position Title : **Senior Operation Assistant**  
Duty Station : **Tehran, Iran**  
Classification : *General service Staff, Grade G6*  
Type of Appointment : *Fixed term, one year with possibility of extension*  
Estimated Start Date : **As soon as possible**  
  
Closing Date : **December 5<sup>th</sup>, 2021**

*Established in 1951, IOM is a Related Organization of the United Nations, and as the leading UN agency in the field of migration, 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.*

### ***Context:***

Under the overall supervision of the Regional Office for Asia and the Pacific and direct supervision of Head of Office is responsible for the effective and efficient implementation of Operation projects at IOM Iran.

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

1. Oversee staff members who are undertaking movements and data processing activities, including coordinating, scheduling and booking travel, distributing Advance Booking Notifications (ABNs), and issuing updates on domestic flights, cancellations and departure notifications; or data processing activities, including recording demographic and biographic information in MiMOSA, confirming receipt to third parties, and managing, securing, and accounting for travel documents in accordance with the local standard operating procedures (SOPs). Support staff development processes such as 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 activities.
2. Oversee the organization and completion of all bookings by Movements' staff members in a timely manner and in accordance with the Handbook of IOM Tariffs (HIT).
3. Ensure compliance with program-specific SOPs for different migrant types and other modes of travel by air, land or sea.
4. Distribute information to internal and external stakeholders.

5. Oversee the creation of movement data files, by ABN, for all individuals in accordance with SOPs. Oversee Movements staff members as they compile and analyse 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.
6. Ensure Data Processing staff members are undertaking secure storage of documentation and data in accordance with IOM principles and guidelines, that they are taking all necessary measures to guarantee limited access to physical files, and that they are dispatching travel documents and coordinating exit permits in a timely manner. Ensure the travel bag has all necessary documentation to depart the country.
7. Oversee Data Processing staff members as they process exit permits and travel documents in close coordination with supervisors and other IOM colleagues; this may include direct communication with beneficiaries in relation to requesting them to submit required documentation in accordance with SOPs.
8. Oversee the preparation of Data Processing reports on the receipt of documentation to time of service delivery, as well as regular data mining reports confirming MiMOSA is up-to-date and accurate; advise management on possible issues which need attention and suggest corrective actions. Report specifically to management on any problems encountered like denials of exit permits, the reasons for such denials and possible solutions.
9. Oversee pre-departure counselling on pre-embarkation procedures and special needs during travel (such as meals, medication, wheelchairs and medical conditions) as needed and identity and document verification prior to the distribution of travel documentation to departing individuals. Identify beneficiary vulnerabilities and coordinate appropriate action to ensure they are addressed, including overseeing the coordination of escorts.
10. Under the close supervision of Head of Office, liaise as needed with other teams and units in IOM Iran and with external partners such as airport and government authorities, the Embassies and the United Nations High Commissioner for Refugees (UNHCR). Provide regular feedback on work being accomplished to the Head of Office and keep supervisors immediately informed of any issues that arise.
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 Head of Office 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

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

#### **Education**

- Essential: Completion of BA
- Essential: At least four years' progressive working experience.
- Desirable: University degree in business administration, management or related field is an asset.

## **Experience**

- Prior Movement Operations, transportation-related and/or management experience a strong advantage.
- Experience in liaising with stakeholders: governmental, diplomatic authorities, UN integrated missions
- Experience in working directly with beneficiaries;
- Experience in developing and implementing communication/sensitization activities;
- Sound and proven understanding of internal and international migration issues in the continent or sub-region and related issues.

## **Skills**

- Knowledge of data protection guidelines and principles is an advantage.
- Strong computer skills and knowledge of Microsoft applications
- Advanced English writing and communication skills.
- Excellent research, writing, communication, and analytical skills; ability to prepare clear and concise reports.
- Good filing and organizational skills.
- Ability to maintain good working relationships with staff, experts, and visitors.
- Demonstrated ability to translate routine correspondence into English and reverse.
- Very good time management and stress management skills.
- Administrative and management knowledge is an asset.
- Past experience with Movement Operations-related databases and systems (including iGATOR, MiMOSA, SAR and Amadeus) is a strong advantage.

## **Languages**

- Fluency, both written and oral, in local language (Persian) and English is required.

## ***Required Competencies***

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

Values - all IOM staff members must abide by and demonstrate these three values:

- Inclusion and respect for diversity: respects and promotes individual and cultural differences; encourages diversity and inclusion wherever possible.
- 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.

***How to apply:***

Interested candidates are requested to fill the Personal History Form attached and send it together with their CV to the following address: [iomtehran@iom.int](mailto:iomtehran@iom.int) no later than **5 Dec 2021**. Please take note that the vacancy notice number must be referred to in your application and/or cover letter. In order for an application to be considered valid, IOM only accepts profiles duly completed. Only shortlisted candidates will be contacted.

***Posting period:***

From 21.11.2021 to 05.12.2021