



International Organization for Migration (IOM)
The UN Migration Agency

VN# IOM0523/11

Position Title : **Operations Assistant (Movements)**
Duty Station : **Tehran, Iran**
Classification : *General service Staff, Grade G5*
Type of Appointment : *Fixed term, one year with possibility of extension*
Estimated Start Date : **As soon as possible**

Closing Date : **June 08th, 2023**

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.

Context:

Under the general supervision of the Chief of Mission and the direct supervision of Senior Operations assistant, the Operations Assistant (Movements) is responsible for undertaking movements activities, with the following duties and responsibilities:

Core Functions / Responsibilities:

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.
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 Senior Operations Assistant. distribute travel information to internal and external stakeholders.

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.
4. Create movement data files, by ABN, for all individuals in accordance with SOPs and for IOM accountability.
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.
6. In coordination with Senior Operations Assistant, process exit permission paperwork and ICRC Travel Documents in accordance with established standards and the local guidelines.
7. Conduct identity and document verification prior to the distribution of travel documentation to refugees, immigrants and migrants.
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.
9. Provide regular feedback on work being accomplished to the Senior Operations assistant and keep supervisors immediately informed of any issues that arise.
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.)
11. Maintain and ensure the confidentiality and integrity of all relevant paperwork in line with standards of conduct and data protection rules. Alert Senior Operations Assistant or management of any non-compliance to SOPs or codes of conduct by IOM staff members or partners.
12. Perform such other duties as may be assigned.

Required Qualifications and Experience

Education

- Five years of working experience with secondary [high school] education. Or;
- Three 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.

Languages

- Thorough knowledge of English and Farsi

Required Competencies

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

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

Core Competencies

- 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 action and delegated work.
- Communication: encourages and contributes to clear and open communication; explains complex matters in an informative, inspiring and motivational way.

How to apply:

Interested candidates are requested to fill **the Personal History Form** attached and send it together with their **CV** and **cover letter** to the following address: iomtehran@iom.int no later than **08th June 2023**. 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 25.05.2023 to 08.06.2023