



IOM International Organization for Migration

Open to Internal and External Candidates

Position Title : **Operations Assistant**
Duty Station : **Iraq, Erbil**
Classification : **General Service Staff, Graded G4**
Type of Appointment : **Special Short Term, SST**
Duration of Appointment : **3 (Three) months with the possibility of extension**
Estimated Start Date : **As soon as possible**
Closing Date : **24th June 2018**
Reference Code : **SVN2018/IRQ/102**

Established in 1951, IOM is the leading inter-governmental organization in the field of migration and 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.

IOM is committed to a diverse and inclusive 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 general guidance of CoM, the overall supervision of the Head of Erbil Office (HoO), direct supervision of the Operations Officer the Operations Assistant will be responsible for oversight, coordination and implementation of all relevant project activities. In most instances, it is expected that these activities will fall under the Service Areas of Movement (Resettlement) and Assisted Returns.

Core Functions / Responsibilities:

- Organize transportation of IOM migrants/refugees by implementing appropriate operational procedures
- Make booking arrangements with the carriers, including preparation and distribution of passenger manifests
- Coordinate with offices responsible for transit, reception and post-arrival assistance
- Ensure timely notification of internal and external partners concerning relevant bookings, routings, cancellations, etc.
- Ensure timely notification of internal and external partners concerning special passenger requirements, such as wheel chair, stretcher cases, etc.
- Prepare and distribute passenger travel documents and tickets

- Conduct pre departure briefings with the migrants/refugees, including information dissemination, counselling and orientation training
- Coordinate with IOM Medical staff, including on special cases, medical escorts, etc.
- Liaise with Immigration Authorities, Embassies, Airlines, UNHCR as well as with IOM Missions to facilitate smooth departure and transit of migrants travelling under IOM auspices
- Prepare and ensure sending of IOM departure notifications to appropriate internal and external partners/units
- Check and prepare invoices for proper settlement received by airlines and other service providers
- Prepare statistical reports as necessary and required
- Such other duties as may be assigned

Required Qualifications and Experience

Education

- Secondary School Diploma / University Degree with four years of relevant professional experience and IATA certificate will be considered favourably
- Two years' experience with an airlines or travel agency

Experience

- Good Experience in airline booking systems
- Interfaces across units and departments within IOM to extract relevant information
Communicates clearly and consistently
- Good command of spread sheet software.
- Effectively works with vendors and service providers in compliance with IOM procedures to secure cost-effective quality solutions for IOM
- Good interpersonal and communication skills.
- Flexibility, tolerance and capacity to work in team.
- High sense of responsibility, dedication and honesty are desirable attributes.
- Experience in working in an international environment and in liaising with a variety of partners at all levels of the hierarchy.
- Ability to handle confidential matters.
- Ability to meet deadlines and work under pressure.
- Ability to work effectively and harmoniously with colleagues from varied cultures and

Languages

Fluency in English, Kurdish and Arabic.

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

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

- Proactively develops new ways to resolve problems

Leadership and Negotiation

- Convinces others to share resources
- Presents goals as shared interests

Performance Management

- Provides constructive feedback to colleagues
- Provides fair, accurate, timely, and constructive staff evaluations
- Uses staff evaluations appropriately in recruitment and other relevant HR Procedures

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

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

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 via a link:

<http://iomiraq.net/vacancies/operations-assistant-1>

In order for an application to be considered valid, IOM only accepts online profiles duly completed. Only shortlisted candidates will be contacted.

Posting period:

From 10.06.2018 to 24.06.2018