



International Organization for Migration (IOM)
The UN Migration Agency

A CALL FOR APPLICATIONS – ON-CALL OPERATIONS ASSISTANT

I. POSITION INFORMATION	
Vacancy No.	IOMKCO/CFA/002/2023
Position title	On-call Operations Assistant
Position grade	Ungraded
Duty station	Nairobi, Kenya
Job family	Operations
Organizational unit	Movement Operations
Is this a Regional, HQ, MAC, PAC, Liaison Office or Country Office based position?	Kenya Country Office, Nairobi
Reporting directly to	Senior Operations Assistant – Field Support
Overall Supervision by	Operations Associate (Field Support)
Number of Direct Reports	0 (None)
II. ORGANIZATIONAL CONTEXT AND SCOPE	
<p>Under the overall supervision of the Operations Associate (Field Support) and the direct supervision of Senior Operations Assistant – Field Support, the Operations Assistant is responsible for undertaking movement operations activities in the field, with the following duties and responsibilities: -</p>	
III. RESPONSIBILITIES AND ACCOUNTABILITIES	
<p>In particular, the incumbent will perform the following duties:</p> <ol style="list-style-type: none">1. Undertake field support activities in an assigned area or areas, such as at an airport, transit center, third-party facility, camp-based operation or sub-office, or in relation to transportation.2. Perform airport services, such as providing custodial care of travel documentation; verifying identities and documentation, including exit permissions, visas, tickets and other items in the travel bag; assisting with airport formalities, including flight arrivals, curbside assistance, check-in, luggage formalities, immigration procedures, security screening systems and customs clearance; escorting arriving individuals to ground transportation and departing individuals to their gates; visually confirming flights have departed; ensuring individuals with special needs or equipment receive appropriate support; and, as needed, sending notifications using relevant systems.3. Assist individuals at transit centers or third-party facilities, including upon arrival with sign-in, verification of identity, orientation, food and non-food items and room assignments; during their stay with food and non-food items, instructions, briefings, activities and resolution of issues; and upon departure for medical appointments, return travel or onward travel with briefings, luggage support and transition to transportation. Enter and update relevant data in the appropriate systems and ensure vulnerable individuals are	

- assisted in a manner that ensures their safety, security and comfort; report all issues immediately to the appropriate supervisor(s).
4. Provide assistance at transit centers and third-party facilities for extended periods of up to 12 hours and during overnight periods, ensuring the needs of individuals are met throughout their stay. Communicate promptly with third-party facility representatives and/or supervisors if issues arise.
 5. Assist in the coordination of transportation from consolidation points, transit centers and third-party facilities, including liaising with service providers, ensuring the identity verification, readiness and organization of individuals being transported, and providing relevant briefings. Assist with baggage sorting, tagging and handling and escort individuals on transportation as needed. Ensure individuals with special needs are provided with appropriate services and report any issues to supervisors immediately.
 6. Provide selection mission support, exit permit support and/or interpretation services for individuals at the airport, in transit centers, camps, consolidation points and third-party facilities or during transport by air, ground or water.
 7. Provide regular feedback on work being accomplished to the Senior Operations Assistant and/or supervisors and team members and keep supervisors immediately informed of any issues requiring their attention.
 8. Undertake duty travel, if required, to participate in meetings or training sessions, or to escort individuals.
 9. Maintain and ensure the confidentiality and integrity of all relevant paperwork in line with standards of conduct and data protection rules. Alert the Senior Operations Assistant or management of any non-compliance to SOPs or codes of conduct by IOM staff members or partners.
 10. Perform such other duties as may be assigned

IV. REQUIRED QUALIFICATIONS AND EXPERIENCE

EDUCATION

University degree from an accredited academic institution in a relevant field with two years of relevant experience.
 Or;
 Completed High-school Certificate or a related discipline from an accredited academic institution with four years of relevant experience.

EXPERIENCE

- Prior Movement Operations, transportation-related experience an advantage.
- Good computer skills - Word, Excel and Internet.
- Strong interpersonal and communication skills.

V. LANGUAGES

Required <i>(specify the required knowledge)</i>	Desirable
Fluency in both written and spoken English and Swahili.	Working knowledge of French and/or Somali an advantage.

VI. COMPETENCIES¹

¹ Competencies and respective levels should be drawn from the Competency Framework of the Organization.

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.

Core Competencies – behavioural indicators *level 1*

- 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 invited to submit their application by sending a Motivation Letter and the updated CV to the email address hrnairobi@iom.int referring to this advertisement.

Closing Date: 15 February 2023

Only shortlisted applicants will be contacted.

NO FEE:

The international Organization for Migration (IOM) does not charge a fee at any stage of the recruitment process (application, interview meeting, process or training). IOM does not concern itself with information on applicants' bank details.

Posting Period:

From: 01.02.2023 – 15.02.2023