



International Organization for Migration (IOM)
The UN Migration Agency

VACANCY NOTICE
Open to Internal and External Candidates

Position Title : **Operations Assistant, Field Support (Transit Center)**
VN No : **IOMKCO/VN/006/2022**
Duty Station : **Nairobi, Kenya**
Classification : **General Service Staff, Grade G5**
Type of Appointment : **One Year Fixed Term, with possibility of extension**
Estimated Start Date : **As soon as possible**

Closing Date : **2nd February 2022**

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.

Context:

Under the overall supervision of the Operations Associate, Field Support and the direct supervision of the Senior Operations Assistant, Transit Center; the Operations Assistant, Field Support (Transit Center) is responsible for undertaking movement operations activities in the field, with the following duties and responsibilities:

Core Functions / Responsibilities:

1. Undertake field 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. As required, monitor and guide teams of Operations Clerks and Operations Assistants in completing field support activities.
2. In coordination with the Senior Operations Assistant, lead the Field Support Teams as they perform airport services, as well as perform airport services when required, 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. Lead Field Support Teams as they 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. Assist in the coordination of timely and adequate services for meals, snacks and water for individual staying at Transit Centers, third-party facilities or during transit in airports and other locations. Work closely with the service provider to ensure meals are culturally appropriate and to reduce the level of waste while keeping the quality of the food at the highest standard.
5. Work with units and departments and beneficiaries on pre-departure formalities including but not limited to travel loans, luggage, prohibited items, bag tags and clothing/shoes. Assist with daily discussions with beneficiaries on cleanliness, litter and hygiene. Keep all posters and informational messages up-to-date and placed in visible locations.
6. 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.
7. Lead 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. Ensure baggage sorting, tagging and handling is done appropriately and arrange for individuals to be escorted on transportation as needed. Ensure persons with special needs are provided with appropriate services and report any issues to supervisors immediately.
8. 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.
9. Provide regular feedback on work being accomplished to the Senior Operations Assistant, Transit Center and keep supervisors immediately informed of any issues requiring their attention.
10. Undertake duty travel, if required, to participate in meetings or training sessions, or to escort individuals.
11. Alert the Senior Operations Assistant, Transit Center 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

- Completed University Degree in a relevant field from an accredited academic institution with 3 years' relevant professional experience.
- or;
- High School Certificate with or a related discipline from an accredited academic institution with six years of relevant experience 5 years of relevant professional experience.

Experience

- Prior Movement Operations, transportation-related and/or management experience a strong advantage.

Other Skills

- Good computer skills - Word, Excel and Internet.

Language

- Fluency in English and Kiswahili is required.
- Working knowledge of French or Somali is an advantage.

Required Values**Inclusion & respect for diversity**

- Shows respect and sensitivity towards gender, culture, ethnicity, religion, sexual orientation, political conviction and other differences.
- Encourages the inclusion of all team members and stakeholders while demonstrating the ability to work constructively with people with different backgrounds and orientations.
- Promotes the benefits of diversity; values diverse points of view and demonstrate this in daily work and decision making.
- Challenges prejudice, biases and intolerance in the workplace.

Integrity & transparency

- Upholds and promotes the Standards of Conduct and Unified Staff Regulations and Rules.
- Delivers on commitments; manages the organization's resources reliably and sustainably.
- Embraces and encourages transparency, balancing this with the need for discretion and confidentiality as appropriate.
- Maintains impartiality and takes prompt action in cases of unprofessional or unethical behavior.
- Does not abuse one's position and acts without consideration of personal gain. Is motivated by professional rather than personal concerns.

Professionalism

- Demonstrates professional competence and mastery of subject matter and willingness to improve knowledge and skills.
- Seeks to raise professional standards in self and others through daily work and activities.
- Adapts quickly to change and is decisive and versatile in face of uncertainty.
- Shows self-control and persistence when faced with difficult problems and remains calm in stressful situations.
- Is conscientious and efficient in meeting commitments, observing deadlines and achieving results.

Required Competencies**Teamwork**

- Establishes strong relationships with colleagues and partners; relates well to people at all levels.
- Is fully aware of the team purpose, respects and understands individual and collective responsibilities.
- Willingly puts in extra effort without being asked and adopts a "hands-on" approach whenever necessary to achieve team objectives.
- Coordinates own work with that of the team to meet agreed priorities and deadlines

Delivering Results

- Produces quality results and provides quality services to clients.
- Meets goals and timelines for delivery of products or services.
- Manages time and resources efficiently, monitoring progress and making adjustments as necessary.
- Shows understanding of own role and responsibilities in relation to expected results

Managing and Sharing Knowledge

- Keeps abreast of new developments in own field of competence and creates opportunities for knowledge management initiatives.
- Shares knowledge and learning willingly, and proactively seeks to learn from the experiences of others.
- Puts new learning into practice and draws on diverse sources of ideas and inspiration.
- Contributes to the identification of improvements to work processes and assists in implementing them

Accountability

- Accepts personal responsibility for quality and timeliness of work.
- Takes ownership of all responsibilities within own role and honors commitments to others and to the Organization.
- Operates in compliance with organizational regulations and rules.
- Accepts and gives constructive criticism; acknowledges and corrects mistakes and apply lessons learned for improvement

Communication

- Presents information using language and sequence of ideas that is easy for recipients to understand.
- Adapts communication to the recipient's needs, asks questions to clarify, and exhibits interest in having two-way communication.
- Encourages others to share their views, using active listening to demonstrate openness and to build understanding of different perspectives.
- Listens carefully and genuinely to the views and positions of others; acts on received

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.

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: 2nd February 2022

Only shortlisted applicants will be contacted.

NOTE

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 19.01.2022 to 02.02.2022