# Open to Internal and External Candidates

<table>
<thead>
<tr>
<th>Position Title</th>
<th>Operations Assistant (Movement)</th>
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<tbody>
<tr>
<td>Duty Station</td>
<td>Cairo, Egypt</td>
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<tr>
<td>Classification</td>
<td>General Service Staff, Grade G5</td>
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<tr>
<td>Type of Appointment</td>
<td>Fixed term, one year with possibility of extension</td>
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<tr>
<td>Estimated Start Date</td>
<td>As soon as possible</td>
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<tr>
<td>Reference code</td>
<td>VN/CAI/2019/15</td>
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<tr>
<td>Closing Date</td>
<td>April 09, 2019</td>
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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.

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.

## Organizational Scope & Context:

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 overall supervision of the Movement Operations Manager and the direct supervision of the National Associate Movement Operations officer, the Operations Assistant (Movement) 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 National Associate Movements Operations officer, 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 National Associate Movements Operations officer 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 National Associate Movements Operations officer 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 the National Associate Movements Operations officer 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 & Experience**

- Bachelor’s degree in a related field from an accredited academic institution with three years of relevant professional experience; or Secondary School Education with five years of relevant professional experience.

- Prior Movement Operations or transportation experience a strong advantage;
- Strong computer skills - Word, Excel and Internet;
- Past experience with Movement Operations-related databases and systems (including i-GATOR, MiMOSA, SAR and Amadeus) is a strong advantage.

**Languages**

- Fluency in English and Arabic is required.

**Required Competencies**

**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.

**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 application and cover letter not later than **Tuesday, April 9 2019**, Cairo time on [www.egypt.iom.int](http://www.egypt.iom.int)

In addition, please note that only the applications which would have been duly done, and which would have been submitted and received through IOM website within the announced time frame would be valid & considered for the announced vacancy.

Kindly note that for efficiency reasons, only shortlisted candidates will be contacted.

**Posting period:**

From 27.03.2019-09.04.2019