



International Organization for Migration (IOM)
The UN Migration Agency

Open to Internal and External Candidates

Position Title : **Operations Assistant, Field Support**
Duty Station : **Cairo, Egypt**
Classification : **General Service Staff, Grade G4**
Type of Appointment : **Fixed term, one year with possibility of extension**
Estimated Start Date : **As soon as possible**
Reference code : **VN/CAI/2021/29**
Closing Date : **January 10, 2022**

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 work environment. Read more about diversity and inclusion at IOM at www.iom.int/diversity.

Organizational Scope & Context:

Under the overall supervision of the **Movement Operations Manager**, the general supervision of the **National Associate Movement Operations Officer**, and the direct supervision of the **Senior Operations Assistant, Field Support**, the Operations Assistant, Field Support is responsible for undertaking movement operations activities in the field, with the following duties and responsibilities:

Core Functions / Responsibilities:

1. Undertake field support activities in an assigned area or areas, such as at an airport, transit centre, third-party facility (Immigration Authorities), camp-based operation or suboffice, 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 centre 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 centre 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 centre 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 centre, 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 Operations Assistant (Team Leader) and/or supervisors and team members and keep supervisors immediately informed of any issues requiring their attention.
8. Maintain and ensure the confidentiality and integrity of all relevant paperwork in line with standards of conduct and data protection rules. Alert the Operations Assistant (Team Leader) or management of any non-compliance to SOPs or codes of conduct by IOM staff members or partners.
9. Perform such other duties as may be assigned.

Required Qualifications and Experience:

Education

- Bachelor's degree in a related field from an accredited academic institution with two years of relevant professional experience; or,
- Secondary School Education with four years of relevant professional experience.

Experience & Skills

- Strong interpersonal and communication skills.
- Experience in working with UN Agencies.
- Experience in working with airlines at the airport.

- Experience in the usage of office software packages (MS Word, Excel, etc.), knowledge of spreadsheet and data analysis, and the Internet.
- In depth knowledge of the broad range of migration related subject areas dealt with by the Organization.
- Knowledge of dealing with Governmental officials and Governmental entities. **Languages**
- Fluency in English and Arabic is required.
- Working knowledge of French is an advantage.

Note

Accredited Universities are the ones listed in the UNESCO World Higher Education Database (<https://whed.net/home.php>).

Required 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.

IOM's competency framework can be found at this link.

https://www.iom.int/sites/default/files/about-iom/iom_revised_competency_framework_external.pdf

Competencies will be assessed during a competency-based interview.

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 neighboring country which is within commuting distance of the duty station or from another location outside commuting distance will be considered. In all cases, a prerequisite for taking up the position is legal residency in the country of the duty station and work permit, as applicable.

How to apply:

Interested candidates are invited to send their **CV** and **cover letter** not later than **Monday, 10 January 2022 - Cairo time** to egypthrd@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 and considered for the announced vacancy.

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

Posting period:

From 27.12.2021 to 10.01.2022