

Job Description

Introduction

Established in 1951, IOM is a Related Organization of the United Nations and the leading UN agency in the field of migration. Working closely with governmental, intergovernmental and non-governmental partners, IOM promotes humane and orderly migration for the benefit of all. It saves lives and protects people on the move, drives solutions to displacement, and facilitates pathways for regular migration, while providing services and advice to governments and migrants.

IOM is committed to fostering a respectful, inclusive and supportive workplace where all employees can thrive professionally and feel valued. By creating such an environment, IOM aims to better harness the full potential of migration and strengthen its support to people on the move.

IOM invites candidates from diverse backgrounds to apply and provides reasonable accommodation throughout the recruitment process when required. Learn more about IOM's workplace culture at [IOM workplace culture | International Organization for Migration](#)

Applications are welcome from internal and external candidates. For all IOM vacancies, applications from qualified and eligible first-tier candidates are considered before those of qualified and eligible second-tier candidates in the selection process. For the purpose of this vacancy, [internal and internal-equivalent candidates](#) are considered as first-tier candidates.

Organizational Context and Scope

Under the general supervision of the Programme Manager and direct supervision of the Reintegration Officer, the Movement Operations Associate (Field Support) is responsible for undertaking movement operations activities in the transit center, with the following duties and responsibilities:

Responsibilities

1. Assist beneficiaries 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).
2. Assist in the coordination of timely and adequate services for meals, snacks and water for individuals 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.
3. 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.
4. Undertake the migrants activities in 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.
5. Provide assistance at transit center and third-party facilities for extended periods of up to 12 hours and during overnight periods and weekends, ensuring the needs of individuals are met throughout their stay. Communicate promptly with third-party facility representatives and/or supervisors if issues arise.
6. Lead the coordination of transportation from consolidation points, transit center 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 people with special needs are provided with appropriate services and report any issues to supervisors immediately.
7. In coordination with the Operation colleagues lead travel preparations in the transit centre such as providing custodial care of travel documentation; verifying identities and documentation, including baggages preparations and check, sensibilisation on prohibited items and respect of baggage allowance.

8. Provide regular feedback on work being accomplished to the supervisor and keep the supervisor immediately informed of any issues requiring their attention.
9. Alert the supervisor or management of any non-compliance to SOPs or Standards of Conduct by IOM staff members or partners.
10. Undertake duty travel as required and delegated to participate in meetings, trainings and other programme activities.
11. Demonstrate an in-depth understanding of applicable SOPs, related systems and databases, and IOM Standards of Conduct. Maintain and ensure the confidentiality and integrity of all relevant paperwork in line with SOPs, Standards of Conduct and relevant data protection rules.
12. Uphold RMM Protection Mainstreaming Minimum Standards while carrying out all duties and responsibilities and demonstrate the ability to remain professional, impartial and unbiased during all interactions with migrants and colleagues per the IOM Standards of Conduct and instruction on the prevention of sexual exploitation and abuse (PSEA). Alert the supervisor or management of any non-compliance to SOPs, RMM Protection Mainstreaming Minimum Standards or IOM Standards of Conduct by IOM personnel or partners.
13. Perform other related duties as assigned

Qualifications

Required Qualifications and Experience

Education

- High school diploma with 5 years of work experience; or
- Bachelor's degree in social science, International Relations, Regional Studies or a related field from an accredited academic institution with 3 years of relevant work experience.

Accredited Universities are those listed in the [UNESCO World Higher Education Database](#).

Experience

- Prior Movement Operations, transportation-related and/or management experience are strongly preferred.
- Work experience in programs including movement operations component, particularly in resettlement programs.
- Experience with guiding and leading junior staff members.
- Experience with communicating with beneficiaries.

Languages

All IOM staff members in all categories are required to be fluent in one of the IOM's official languages (English, French, Spanish).

For this position, fluency in French required.

Working knowledge in English is an advantage.

Proficiency of language(s) required will be specifically evaluated during the selection process, which may include written and/or oral assessments.

Required Competencies

IOM's competency framework can be found at this [link](#). Competencies will be assessed during the selection process.

Values - all IOM staff members must abide by and demonstrate these five values:

- **Inclusion and respect for diversity:** Respects and promotes individual and cultural differences. Encourages diversity and inclusion.
- **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.
- **Courage:** Demonstrates willingness to take a stand on issues of importance.

- **Empathy:** Shows compassion for others, makes people feel safe, respected and fairly treated.

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 actions and delegated work.
- **Communication:** Encourages and contributes to clear and open communication. Explains complex matters in an informative, inspiring and motivational way.

Managerial Competencies – behavioural indicators Level 2, if with direct reports

- **Leadership:** Provides a clear sense of direction, leads by example and demonstrates the ability to carry out the Organization's vision. Assists others to realize and develop their leadership and professional potential.
- **Empowering others:** Creates an enabling environment where staff can contribute their best and develop their potential.
- **Building Trust:** Promotes shared values and creates an atmosphere of trust and honesty.
- **Strategic thinking and vision:** Works strategically to realize the Organization's goals and communicates a clear strategic direction.
- **Humility:** Leads with humility and shows openness to acknowledging own shortcomings.