

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

Since the inception of the International Organization for Migration (IOM) in 1951, Movement Operations have been and continue to be a fundamental pillar of the Organization's work. The organised 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 (HQ), 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.

Under the general supervision of Senior Protection Coordinator and the direct supervision of the National Operations Officer, the Field Support Associate will be responsible and accountable for undertaking movement operations activities in the field.

Responsibilities

1. Undertake field activities in an assigned area or areas, such as at an airport, transit centre, third-party facility, camp-based operation or sub-office, or in relation to transportation. As required, guide and coordinate teams of Operations Clerks and Operations Assistants in completing field support activities.
2. In coordination with the National Operations Officer, coordinate and support 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; helping ensure individuals with special needs or equipment receive appropriate support; and, as needed, sending notifications using relevant systems.
3. Coordinate with Field Support Teams as they assist individuals at transit centres 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 assist vulnerable individuals in a manner that support 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 Centres, third-party facilities or during transit in airports and other locations. Work closely with the service provider to support 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 centres and third-party facilities for extended periods of up to 12 hours and during overnight periods, help meet the needs of individuals are met throughout their stay. Communicate promptly with third-party facility representatives and/or supervisors if issues arise.
7. Support the coordination of transportation from consolidation points, transit centres 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 is done appropriately and arrange for individuals to be escorted on transportation as needed. Help identify 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 centres, 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 National Operations Officer and keep supervisors immediately informed of any issues requiring their attention.
10. Alert National Operations Officer or management of any non-compliance with SOPs or codes of conduct by IOM staff members or partners.
11. Perform such other relevant duties as maybe assigned.

Qualifications

Required Qualifications and Experience

Education

- Bachelor's degree in Business Administration, Finance, Management, Accounting or a related field from an accredited academic institution with three years of relevant professional experience; or
- High School diploma with five years of relevant professional experience.

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

Experience

- Prior Movement Operations or transportation experience is a strong advantage;
- Strong experience working with migrants, refugees and IDPs; and,
- Experience in the usage of office software packages (MS Word, Excel, etc.), the internet and knowledge of spreadsheet and data analysis.

Skills

- Ability to establish and maintain partnerships with UN agencies, government counterparts, local authorities and other relevant stakeholders;
- Good writing, communication and interpersonal skills;
- Strong interpersonal and communication skills; and,

- In depth knowledge of broad range of migration-related subject areas dealt by the organization

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 is required (oral and written).

Working knowledge of English, Spanish, or Portuguese, Swahili and Lingala

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.