



International Organization for Migration (IOM)
The UN Migration Agency

IOM VACANCY ANNOUNCEMENT

VN /2024 - 001-IOM-ZM

Open to Internal/External Candidates

Position Title: **Operations Associate (Movements and Data Processing)**
Duty Station: **Lusaka, Zambia**
Classification: **G7**
Type of Appointment: **OYFT (One Year with a possibility of Extension)**
Estimated Start Date: **01 April 2024**
Closing Date: **16 February 2024**

Organizational Context and Scope:

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.

Under the general supervision of the Chief of Mission and the direct supervision of **Movement Operations Officer** the **Operations Associate (Movements and Data Processing)** is responsible for supervising movement and data processing activities, with the following duties and responsibilities:

Core Functions / Responsibilities:

1. Oversee team leader-headed teams of up to a total of 16 staff members who are undertaking movement activities, including coordinating, scheduling and booking travel, distributing Advance Booking Notifications (ABNs), and issuing updates on domestic flights, cancellations and departure notifications; or data processing activities, including recording demographic and biographic information in MiMOSA, confirming receipt to third parties, and managing, securing, and accounting for travel documents in accordance with the local standard operating procedures (SOPs).
2. Promote staff development processes such as hiring, providing training, assigning duties and giving feedback to staff members on their performance on a regular basis to ensure high quality work and the accurate completion of activities.
3. Oversee the organization and completion of all bookings by Movements' staff members in a timely manner and in accordance with the Handbook of IOM Tariffs (HIT). Ensure compliance with program-specific SOPs for different migrant types and other modes of travel by air, land or sea.



International Organization for Migration (IOM)
The UN Migration Agency

4. Supervise the distribution of travel information to internal and external stakeholders.
5. Oversee the creation of movement data files, by ABN, for all individuals in accordance with SOPs. Oversee Movements staff members as they 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.
6. Certify vendor-incurred costs and verify charges for beneficiary movements; capture costs in the movement cost report, monitor cost settlement and transfer to financial accounting.
7. Ensure Data Processing staff members are undertaking secure storage of documentation and data in accordance with IOM principles and guidelines, that they are taking all necessary measures to guarantee limited access to physical files, and that they are dispatching travel documents and coordinating exit permits in a timely manner. Ensure the travel bag has all necessary documentation to depart the country.
8. Oversee Data Processing staff members as they process exit permits and travel documents in close coordination with supervisors and other IOM colleagues; this may include direct communication with beneficiaries in relation to requesting them to submit required documentation in accordance with SOPs.
9. Oversee the preparation of Data Processing reports on the receipt of documentation to time of service delivery, as well as regular data mining reports confirming MiMOSA is up-to-date and accurate; advise management on possible issues which need attention and suggest corrective actions. Report specifically to management on any problems encountered like denials of exit permits, the reasons for such denials and possible solutions.
10. Oversee pre-departure counselling on pre-embarkation procedures and special needs during travel (such as meals, medication, wheelchairs and medical conditions) as needed and identity and document verification prior to the distribution of travel documentation to departing individuals. Identify beneficiary vulnerabilities and coordinate appropriate action to ensure they are addressed, including overseeing the coordination of escorts.
11. Under the supervision of **Movement Operations Officer** liaise as needed with other teams and units in IOM Zambia and with external partners such as airport and government authorities, the US Embassy and the United Nations High Commissioner for Refugees (UNHCR). Provide regular feedback on work being accomplished to **Movement Operations Officer** and keep supervisors immediately informed of any issues that arise.
12. Demonstrate a comprehensive 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).
13. Maintain and ensure the confidentiality and integrity of all relevant paperwork in line with standards of conduct and data protection rules. Alert **Movement Operations Officer** or management of any non-compliance to SOPs or codes of conduct by IOM staff members or partners.
14. Perform such other duties as may be assigned.

Required Qualifications and Experience

Education

- Seven years of working experience with secondary [high school] education; five years of working experience with Bachelor's degree.

Experience

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

Skills

- Strong computer skills - Word, Excel and Internet; past experience with Movement Operations-related databases and systems (including iGATOR, MiMOSA, SAR and Amadeus) is a distinct advantage.

Languages:

Required:

Fluency in English is required (oral and written). **Desirable:** Working knowledge of French, Swahili and local languages in Zambia.

Competencies¹

The incumbent is expected to demonstrate the following values and competencies:

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: Maintain 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 2

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.

¹ Competencies and respective levels should be drawn from the Competency Framework of the Organization.



International Organization for Migration (IOM)
The UN Migration Agency

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

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.

Other

- Internals of the Organization and NMS candidates, as well as external female candidates, will be considered as first-tier candidates. This vacancy is also open to second-tier candidates.
- Any offer made to the candidate in relation to this vacancy Announcement is subject to funding confirmation.
- Appointment will be subject to certification that the candidate is medically fit for appointment.

How to apply:

Interested applicants should submit their electronic applications (Motivation letter and CV only) addressed to Resource Management Officer (RMO), IOM Lusaka using Recruitment email address: iomlusakarecruitment@iom.int not later than **16th February 2024**. **Remember to quote the Vacancy No. VN/2024/001 – IOM-ZM** and position title: **Operations Associate (Movements and Data Processing)** in the subject line or your application will **NOT** be considered.

Only shortlisted candidates will be contacted.

***Posting period:* From 22.01.2024 to 16.02.2024**