



International Organization for Migration (IOM)  
The UN Migration Agency

## **IOM VACANCY ANNOUNCEMENT**

**VN /2024 - 003-IOM-ZM**

**Open to Internal/External Candidates**

Position Title: **Operations Assistant (Movements)**  
Duty Station: **Lusaka, Zambia**  
Classification: **G5**  
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 **Operations Associate (Movement and Data Processing)**, the **Operations Assistant (Movements)** 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 **Operations Associate (Movement and Data Processing)**, distribute travel information to internal and external stakeholders.
3. Compile and analyse 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.



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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 **Operations Associate (Movement and Data Processing)**, 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, 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 **Operations Associate (Movement and Data Processing)** 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 **Operations Associate (Movement and Data Processing)** 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**

- Completed secondary [high school] education required and five years of relevant working experience; three years of working experience with a 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 strong advantage.

#### **Languages:**

#### **Required:**

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



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## Competencies<sup>1</sup>

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.

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

## 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](mailto:iomlusakarecruitment@iom.int) not later than **16<sup>th</sup> February 2024**. **Remember to quote the Vacancy No. VN/2024/003 – IOM-ZM** and position title: **Operations Assistant (Movements)** 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**

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<sup>1</sup> Competencies and respective levels should be drawn from the Competency Framework of the Organization.