

POST DESCRIPTION

SECTION 1

Position Information

Position Title	Operations Assistant – (Field Support)
Position Grade	G5
Duty Station	Yaounde
Duration of contract	06 months renewable
Job Family	Operations
Organizational Unit	Movement Operations
Is this a Regional, HQ, MAC, PAC, Liaison Office, or a Country Office based position?	Country Office - Cameroon
Reports directly to	National Associate Movement Operations Officer
Number of Direct Reports	0

SECTION 2

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. Movement Operations Units in various IOM Country Offices, coordinated under the Resettlement and Movement Management (RMM) Division in the Department of Mobility Pathways and Inclusion 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 Movement Operations Manager, the direct supervision of National Associate Movement Operations Officer, the Operations Assistant (Field Support) is responsible for undertaking movement operations activities in the field, with the following duties and responsibilities:

SECTION 3

Responsibilities and Accountabilities

1. Undertake field activities in an assigned area or areas, such as at an airport, transit center, third-party facility, camp-based operation or sub-office, or in relation to transportation. As required, monitor and follow up field support activities.
2. In coordination with the lead 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; ensuring individuals with special needs or equipment receive appropriate support; and, as needed, sending notifications using relevant systems.
3. Lead Field Support Teams as they assist individuals 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).
4. Assist in the coordination of timely and adequate services for meals, snacks and water for individual 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.
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 centers 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.
7. Lead the coordination of transportation from consolidation points, transit centers 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 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 centers, 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 Associate Movement Operations Officer and keep supervisors immediately informed of any issues requiring their attention.
10. Alert National Associate Movement Operations Officer or management of any non-compliance to SOPs or codes of conduct by IOM staff members or partners.
11. Perform such other duties as may be assigned.

SECTION 4

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 or transportation experience is a strong advantage.

SKILLS

Strong computer skills - Word, Excel and Internet.

SECTION 5

Languages

REQUIRED

Fluency in English and French is required (oral and written).

DESIRABLE

Working knowledge of any other UN Languages.

SECTION 6

Competencies

■ 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: 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.

SECTION 7

How to apply

Interested candidates should send their CV and covering letter to IOMCameroonApplication@iom.int no later than **23:59 on 07 April 2024** with the e-mail subject "**Ops Asst (FS) G5 YDE**". Only applications that comply with the above guidelines will be considered.

Only shortlisted candidates will be contacted, upon invitation for a written test and/or final interview.

Engagement is subject to confirmation of funding.

Employment is subject to a medical certificate and a residence and security permit.