



POST DESCRIPTION

SECTION 1

Position Information

Position Title	Operation Assistant (Movement)
Position Grade	G5
Duty Station	Yaounde
Contract duration	06 months renewable
Job Family	Operations
Organizational Unit	Movement Operation
Is this a Regional, HQ, MAC, PAC, Liaison Office, or a Country Office based position?	Country Office - Cameroon
Reports directly to	Senior Operations Assistant (Movement support)
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. This mandate has resulted in the international transport of more than 15 million migrants and refugees worldwide. Movement Operations Units in various IOM Country Offices, 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 overall supervision of the Movement Operations Manager and the direct supervision of the Senior Operations Assistant (movement) , the Operations Assistant (Movement) is responsible for undertaking data processing activities, with the following duties and responsibilities:

SECTION 3

Responsibilities and Accountabilities

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 Senior Operations Assistant (movement) 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.
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 Senior Operations Assistant (movement) 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 and 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 Senior Operations Assistant (movement) 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 Senior Operations Assistant (movement) 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.

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; past experience with Movement Operations-related databases and systems (including iGATOR, MiMOSA, SAR and Amadeus) is a strong advantage.

SECTION 5

Languages¹

REQUIRED

For this position, fluency in English and French is required (oral and written).

DESIRABLE

Knowledge of any other UN languages is an advantage

SECTION 6

Competencies²

■ 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.

¹ As per IN/233, staff members in a position in the Professional and GS categories are expected to be fluent in one of the Organization's official languages, which are English, French and Spanish. At least a working knowledge of another official language is highly desirable and may be specified as mandatory in some cases. For positions in the GS category, proficiency in one of the local language(s) may also be required, as specified in the VN/SVN.

² Competencies and respective levels should be drawn from the Competency Framework of the Organization.

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 (Mov) 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.