



VN/MY10/2022/002

Open to Internal and External Candidates

Position Title : **Operations Assistant, Movements**
Duty Station : **Kuala Lumpur, Malaysia**
Classification : **G4 equivalent**
Type of Appointment : **UNOPS – Individual Contractor Agreement**
Estimated Start Date : **As soon as possible**
Closing Date : **February 22, 2022**

Established in 1951, IOM is the leading inter-governmental organization in the field of migration and works closely with governmental, intergovernmental and non-governmental partners. IOM is dedicated to promoting humane and orderly migration for the benefit of all. It does so by providing services and advice to governments and migrants.

IOM is committed to a diverse and inclusive environment. Internal and external candidates are eligible to apply to this vacancy. For the purpose of the vacancy, internal candidates are considered as first-tier candidates.

Context:

Organizational Context and Scope:

Established in 1951, IOM is a related organization of the United Nations, and as the leading UN agency in the field of migration, works closely with governmental, intergovernmental and non-governmental partners. IOM is dedicated to promoting humane and orderly migration for the benefit of all. It does so by providing services and advice to governments and migrants.

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.

Malaysia is host to about 180,000 refugees and several million migrants. As part of a durable solution for refugees and to provide protection for migrants the IOM Malaysia Mission includes a RMM unit which is responsible for the planning, coordination and movement of approved refugees to third countries of resettlement and migrants back to their home countries. IOM works

with a variety of air transport providers to manage international airline bookings and ticketing for refugees and migrants, capture air ticket and related costs in the IOM institutional systems, distribute timely information to transit and receiving missions and assist with movement activities to ensure beneficiaries travel safely and with dignity.

Under the overall supervision of the Chief of Mission in Malaysia, the general supervision of the Operations Coordinator and the direct supervision of the Senior Operations Assistant, Movement and Data Processing, the Operations Assistant, Movements is responsible for undertaking movements activities.

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 Senior Operations Assistant, Movement and Data Processing, distribute travel information to internal and external stakeholders.
3. 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.
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 the Senior Operations Assistant, Movement and Data Processing, process exit permission paperwork and 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 Data 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 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 four years of relevant working experience; two years of working experience with a bachelor's degree.

Experience

- Prior international air travel booking and ticketing experience and familiarity with Amadeus or other GDS is required.
- Prior work experience with international humanitarian organizations, non-government or government institutions/organization in a multi-cultural setting is an advantage.
- 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.
- Excellent communication, and negotiation skills.

Languages

Fluency in English and Bahasa Malaysia (oral and written).

Required Competencies

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

Values

- Inclusion and respect for diversity: respects and promotes individual and cultural differences; encourages diversity and inclusion wherever possible.
- 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.

Core Competencies

- 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 action and delegated work.
- **Communication:** encourages and contributes to clear and open communication; explains complex matters in an informative, inspiring and motivational way.

Other


Any offer made to the candidate in relation to this vacancy notice is subject to funding confirmation.

Appointment will be subject to certification that the candidate is medically fit for appointment and verification of residency, visa and authorizations by the concerned Government, where applicable.

How to apply:

Interested candidate are invited to submit their application via email to vniomkualalumpur@iom.int indicating the reference code above (VN/MY10/2022/002) as subject. The deadline for applications is **February 22, 2022**.

Applications should include:

- a) a cover letter, indicating the dates of availability;
- b) a curriculum vitae;
- c) duly completed IOM Personal History Form (may be downloaded from  [PHF \(1\).xlsx](#))

Only shortlisted candidates will be contacted.

Posting period: January 20 to February 22, 2022