



International Organization for Migration (IOM)
The UN Migration Agency

Special Vacancy Notice 2021-08 Open to Internal and External Candidates

Position Title: Operations Assistant (Field Support)
Duty Station: Tirana, Albania
Classification: General Service Staff, Grade 4
Type of Appointment: Special short term graded, 3 (three) months with possibility of extension
Estimated Start date: as soon as possible
Closing Date: 15.12.2021

Established in 1951, the International Organization for Migration (IOM), the UN Migration Agency, 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 work environment. Read more about diversity and inclusion at www.iom.int/diversity.

IOM is committed to a diverse and inclusive environment. Applications from qualified female candidates are especially encouraged. For the purpose of the vacancy, internal candidates are considered as first-tier candidates.

Context:

Under the general supervision of the Head of Office and the direct supervision of Project Coordinator, the Operations Assistant, Field Support is responsible for undertaking movement operations activities in the field, with the following duties and responsibilities:

Core Functions / Responsibilities:

- Undertake field support activities in an assigned area or areas, such as at an airport, transit center, third-party facility or in relation to transportation.
- Perform airport services, 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,

- curb-side 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.
- Assist in 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. Assist with baggage sorting, tagging and handling and escort individuals on transportation as needed. Ensure individuals with special needs are provided with appropriate services and report any issues to supervisors immediately.
 - Provide selection mission support, exit permit support and/or interpretation services for individuals at the airport, in transit centers, consolidation points and third-party facilities or during transport.
 - Provide regular feedback on work being accomplished to the Project Coordinator and/or supervisors and team members and keep supervisors immediately informed of any issues requiring their attention.
 - Undertake duty travel, if required, to participate in meetings or training sessions, or to escort individuals.
 - Maintain and ensure the confidentiality and integrity of all relevant paperwork in line with standards of conduct and data protection rules. Alert the Project Coordinator or management of any non-compliance to SOPs or codes of conduct by IOM staff members or partners.
 - Perform such other duties as may be assigned.

Required Qualifications and Experience

Education

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

Experience and skills

- Prior Movement Operations, transportation-related experience an advantage.
- Good computer skills - Word, Excel and Internet;
- Strong interpersonal and communication skills

Languages

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

Required Competencies

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

Values - all IOM staff members must abide by and demonstrate these three 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 – 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 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 special 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 and security clearances.

Only candidates residing in either the country of the duty station or from a location in a neighboring country that is within commuting distance of the duty station will be considered. In all cases, a prerequisite for taking up the position is legal residency in the country of the duty station, or in the neighboring country located within commuting distance, and work permit, as applicable.

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.

How to apply:

Interested candidates should submit **CV and/or Personal History Form (PHF)** [download here](#) together with a **cover letter** indicating the **Special Vacancy Notice Number (SVN No)** with **three professional references** and their contacts (both e-mail and telephone) by e-mail confirming that you agree on our check for references to the referees provided by you to: HumanResourcesTirana@iom.int.

Internal candidates with the required qualifications are invited to submit the internal application form in English at the above e-mail address.

To download Personal History Form please refer to: <https://albania.iom.int>.

In order for an application to be considered valid, IOM only accepts applications duly completed.

Woman are encouraged to apply.

No late applications will be accepted.

Only shortlisted candidates will be contacted.

Posting period: 01 December 2021 to 15 December 2021