



International Organization for Migration (IOM)  
The UN Migration Agency

## Special Vacancy Notice 2021-09 Open to Internal and External Candidates

Position Title: Operations Assistant (Movements)  
Duty Station: Tirana, Albania  
Classification: General Service Staff, Grade 5  
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 IOM at [www.iom.int/diversity](http://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 (Movements) is responsible for undertaking movement operations activities in the field, with the following duties and responsibilities:

### ***Core Functions / Responsibilities:***

- 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.

- 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).
- 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.
- Create movement data files, by ABN, for all individuals in accordance with SOPs and for IOM accountability.
- In accordance with local practices and RMM guidelines and standards, and in close coordination with supervisors, identify and assign escorts to accompany vulnerable individuals.
- In coordination with the Project Coordinator, process exit permission paperwork and ICRC Travel Documents in accordance with established standards and the local guidelines.
- Conduct identity and document verification prior to the distribution of travel documentation to refugees, immigrants and migrants.
- 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.
- Provide regular feedback on work being accomplished to the Project Coordinator and keep supervisors immediately informed of any issues that arise.
- 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.)
- Maintain and ensure the confidentiality and integrity of all relevant paperwork in line with standards of conduct and data protection rules. Alert 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**

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

#### **Experience and skills**

- Prior Movement Operations, transportation-related and/or management experience a strong advantage.
- Strong computer skills - Word, Excel and Internet; past experience with Movement Operations-related databases and systems (including iGATOR, MiMOSA, SAR and Amadeus) is a distinct advantage.

### ***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](mailto: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