

Position Title : **Movement Operations Manager**
Duty Station : **Bujumbura, Burundi**
Classification : **Professional Staff, Grade P3**
Type of Appointment : **Fixed term, one year with possibility of extension**
Estimated Start Date : **As soon as possible**
Closing Date : **21 December 2023**

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.

IOM is committed to a diverse and inclusive work environment. Read more about diversity and inclusion at IOM at www.iom.int/diversity.

Applications are welcome from first- and second-tier candidates, particularly qualified female candidates as well as applications from the non-represented member countries of IOM. For all IOM vacancies, applications from qualified and eligible first-tier candidates are considered before those of qualified and eligible second-tier candidates in the selection process.

For the purpose of this vacancy, the following are considered first-tier candidates:

1. Internal candidates
2. Candidates from the following non-represented member states:
Antigua and Barbuda; Barbados; Botswana; Cabo Verde; Comoros; Congo (the); Cook Islands; Dominica; Fiji; Grenada; Guinea-Bissau; Holy See; Iceland; Kiribati; Lao People's Democratic Republic (the); Latvia; Madagascar; Marshall Islands; Micronesia (Federated States of); Namibia; Nauru; Palau; Saint Kitts and Nevis; Saint Lucia; Solomon Islands; Suriname; The Bahamas; Tonga; Tuvalu; Uzbekistan; Vanuatu

Second tier candidates include:

All external candidates, except candidates from non-represented member states.

Context:

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.

Under the overall supervision of the Head of Operations for the Great Lakes, West and Central Africa Region and the direct supervision of the Chief of Mission, the Movement Operations

Manager will be responsible for supervising all movement operations activities in Burundi, with the following duties and responsibilities.

Core Functions / Responsibilities:

1. Oversee up to seven teams of staff members who are undertaking movement operations activities in BURUNDI, including activities related to field support, movements, data processing and compliance. Support staff development processes such as hiring, providing training, assigning duties, and giving feedback to staff members on their performance on a regular basis to ensure high quality work and the accurate completion of activities. In locations throughout the region where there is no Movement Operations Officer or Manager, serve as technical supervisor for movement operations staff members.

2. Oversee the efficient and effective management of airport assistance for arriving and departing individuals in BURUNDI, including in relation to documentation, luggage, escorts, and special assistance. Ensure staff deliver the highest quality service, interact appropriately with airport and government officials, and handle urgent issues as they occur. Monitor the work schedule, validate hours, and process relevant financial paperwork in coordination with the IOM finance department.

3. Oversee staff as they assist individuals at transit centres or third-party facilities. Monitor the weekly shift schedule, ensuring coverage is adequate to maintain a professional, safe, secure, and clean environment; address issues as they arise and continually seek ways in which IOM can improve assistance. For third party facilities, regularly conduct checks to ensure accommodation is up to IOM standards. Manage assets and inventories, process financial paperwork, supervise quality control of vendors, and manage the transit centre vehicles and related schedules, staff and paperwork, if relevant.

4. Ensure selection mission support, exit permit support, interpretation services and pre-departure counselling are coordinated for individuals at the airport, in transit centres, camps, consolidation points and third-party facilities or during transport by air, ground or water, according to the highest ethical standards and guidelines established by IOM. Supervise the coordination of transportation from consolidation points, transit centres and third-party facilities and address special needs, such as meals, medication, wheelchairs, and medical conditions. Handle financial paperwork related to selection mission, exit permit or interpretation services as needed.

5. Oversee the completion of all bookings by Movements staff members in BURUNDI in accordance with the Handbook of IOM Tariffs (HIT). Ensure compliance with program-specific SOPs and supervise the distribution of travel information to stakeholders. Oversee the creation of movement data files and oversee Movements staff members as they compile and analyse descriptive statistics. Certify and handle the processing of vendor-incurred costs.

6. Ensure Data Processing staff members are undertaking secure storage of documentation and data in accordance with IOM principles and guidelines and that they are dispatching travel documents and coordinating exit permits and travel documents in a timely manner. Oversee the preparation of regular data mining reports on MiMOSA; advise management on possible issues which need attention and suggest corrective actions.

7. Ensure compliance activities related to project monitoring and evaluation, training, youth services, project reporting, project support and protection are being carried out efficiently and effectively by the Operations Specialist, Compliance and that they are reporting regularly on the work being accomplished, particularly in relation to training of Movement Operations staff members and youth service activities at IOM transit centres.

8. Liaise with airlines on a regular basis and represent the best interest of beneficiaries for competitive fares with the most direct routing. Liaise with other teams and units in BURUNDI

and with external partners such as government authorities, relevant embassies, and the United Nations High Commissioner for Refugees (UNHCR). As needed, represent IOM at partner meetings and conferences.

9. Supervise the handling of at-risk and sensitive cases in accordance with IOM's policies, procedure, and guidance in the Movement Management Manual (MMM), including assistance for unaccompanied refugee minors (URMs). Ensure IOM is adequately training staff members on working with at-risk and sensitive cases and is mainstreaming prevention of sexual exploitation and abuse (PSEA) through the awareness and training sessions for staff and service-providers.

10. Supervise quality assurance procedures, ensuring checks are being regularly undertaken by staff members and incident reports are being submitted and responded to in an efficient manner. Prepare statistics and report regularly to the Chief of Mission on relevant activities. Work to streamline how reports are prepared and presented to improve assistance and ensure data on all procedures is compiled, summarized, and presented in a timely manner.

11. Demonstrate a comprehensive 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).

12. Maintain and ensure the confidentiality and integrity of all relevant paperwork in line with standards of conduct and data protection rules. Alert the Chief of Mission or management of any non-compliance to SOPs or codes of conduct by IOM staff members or partners.

13. Perform such other duties as may be assigned.

Required Qualifications and Experience:

Education

- Master's degree in political or social sciences or a related field from an accredited academic institution with five years of relevant professional experience; or,
- University degree in the above fields with seven years of relevant professional experience.

Experience

- Prior Movement Operations experience, especially in IOM, is highly preferred; and,
- Transportation-related and/or management experience is a strong advantage.

Skills

- Strong written and verbal communication skills and ability to effectively communicate with and lead a team. Demonstrated proficiency with IGATOR, MiMOSA, SAR and Amadeus.
- Excellent computer skills and a high level of proficiency in spreadsheet and database applications.
- Knowledge of IOM's Movement Operations program implementation and administrative, financial, and business rules and practices is desirable.

Languages

IOM's official languages are English, French, and Spanish. All staff members are required to be fluent in one of the three languages.

For this position, fluency in English is required (oral and written). Working knowledge of another

official UN language (Arabic, Chinese, French, Russian, and Spanish) is an advantage.

Proficiency of language(s) required will be specifically evaluated during the selection process, which may include written and/or oral assessments.

Notes

¹ Accredited Universities are the ones listed in the UNESCO World Higher Education Database (<https://whed.net/home.php>).

Required 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 2

- **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.

Managerial Competencies – behavioural indicators level 2

- **Leadership:** Provides a clear sense of direction, leads by example and demonstrates the ability to carry out the Organization's vision. Assists others to realize and develop their leadership and professional potential.
- **Empowering others:** Creates an enabling environment where staff can contribute their best and develop their potential.
- **Building Trust:** Promotes shared values and creates an atmosphere of trust and honesty.
- **Strategic thinking and vision:** Works strategically to realize the Organization's goals and communicates a clear strategic direction.
- **Humility:** Leads with humility and shows openness to acknowledging own shortcomings.

IOM's competency framework can be found at this link.

https://www.iom.int/sites/default/files/about-iom/iom_revised_competency_framework_external.pdf

Competencies will be assessed during a competency-based interview.

Other:

Internationally recruited professional staff are required to be mobile.

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

This selection process may be used to staff similar positions in various duty stations. Recommended candidates endorsed by the Appointments and Postings Board will remain eligible to be appointed in a similar position for a period of 24 months.

The list of NMS countries above includes all IOM Member States which are non-represented in the Professional Category of staff members. For this staff category, candidates who are nationals of the duty station's country cannot be considered eligible.

Appointment will be subject to certification that the candidate is medically fit for appointment, accreditation, any residency or visa requirements, and background verification and security clearances. Subject to certain exemptions, vaccination against COVID-19 will in principle be required for individuals hired on or after 15 November 2021. This will be verified as part of the medical clearance process.

Vacancies close at 23:59 local time Geneva, Switzerland on the respective closing date. No late applications will be accepted.

How to apply:

Interested candidates are invited to submit their applications via PRISM, IOM e-Recruitment system, by 21 December 2023 at the latest, referring to this advertisement.

IOM only accepts duly completed applications submitted through the IOM e-Recruitment system. The online tool also allows candidates to track the status of their application.

Only shortlisted candidates will be contacted.

For further information please refer to: www.iom.int/recruitment

Posting period:

From 08.12.2023 to 21.12.2023

No Fees:

IOM does not charge a fee at any stage of its recruitment process (application, interview, processing, training or other fee). IOM does not request any information related to bank accounts.

Requisition: VN 2023 555 Movement Operations Manager (P3) Bujumbura, Burundi (58533773) Released
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