

Position Title : **Operations Officer**  
Duty Station : **Geneva, Switzerland**  
Classification : **Professional Staff, Grade P2**  
Type of Appointment : **Fixed term, one year with possibility of extension**  
Estimated Start Date : **As soon as possible**  
Closing Date : **20 November 2024**

*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](http://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; Comoros; Congo (the); Cook Islands; Guinea-Bissau; Holy See; Iceland; Kiribati; Lao People's Democratic Republic (the); Madagascar; Marshall Islands; Micronesia (Federated States of); Namibia; Nauru; Palau; Saint Kitts and Nevis; Saint Lucia; Samoa; Sao Tome and Principe; Solomon Islands; Suriname; The Bahamas; Tonga; Tuvalu; 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.

With movement support and expertise, Resettlement and Movement Management (RMM) contributes to Department of Mobility, Pathways and Inclusion (DMPI) and institutional coherence on regular pathways. RMM supports resettlement and complementary pathways movements, as well as international movement arrangements across the Organization's service areas for return, repatriation, humanitarian movements and others. IOM movements occur in nearly all of IOM's 175 Member States. The RMM HQ Movement Operations Unit supports IOM operations across the spectrum of the Organization's programmes by maintaining a global network of air transport options and providing tools and training to operations staff to ensure

IOM's comparative advantage in transporting migrants and refugees throughout the world safely, smoothly and cost-effectively.

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

1. Maintain close contract, communicate and coordinate with relevant IOM Country Offices, travel industry partners, relevant international, Government and Non-Government agencies on all operational matters relevant to refugee resettlement, movements in crises and all other types of movements.
2. Ensure compliance with Movement Management policies, procedures and guidelines, and provide guidance and technical support to Operations staff in Country Offices.
3. Monitor, and in coordination with Movement Systems Support (MSS) Unit in Manila and field operations prepare operational reports and provide RMM guidance and quality control of various transportation arrangements by RMM Country Offices and programmes.
4. Review Country Office requests to open local air travel industry vendors, review contacts and in coordination with Senior Movement Operations Manager, provide approvals for them to the Country Offices to ensure all necessary information meets RMM standards, is vetted, and registered in RMM databases.
5. Identify gaps and areas of improvement and in coordination with Senior Movement Operations Manager, provide input to RMM MEC Unit on knowledge and skills needs for movement operations staff in the field.
6. Review and monitor the usage of Movement Management Tools by all operations staff worldwide; act as Subject Matter Expert and provide training and support/guidance in the usage of Amadeus, MIMOSA, iGATOR/ATOMS and other in-house system applications and tools.
7. Prepare and analyze travel projections in order to foresee movement trends and plans.
8. Provide airline utilization reports to RMM Management and recommendations for the use of carriers vs RMM caseloads, provide input for improvement of IOM agreements with air travel industry partners.
9. Support staff travel HQ with issuance of tickets, including under the Mileage Fund and AirPlus HQ and field staff
10. Manage and coordinate urgent, as well as sensitive movements, and serve as the focal point for all IOM Passengers stranded in IOM Transit points.
11. Collaborate with the Charter Movement Management Unit (CMM) about Charter flights movement management.
12. Act as operational focal point in RMM HQ for management of HASM and UNHCR Ad-hoc Movement projects.
13. Ensure the provision of airport assistance at Geneva Airport and monitor assistance at Zurich airport by the service provider (Check Port); verify payment Invoices for Assistance provided by Check Port and coordinate settlement in a timely manner. Be responsible for update of the relevant chapters in MMM as required.
14. Support RMM required STAs and surge activities and be ready to be deployed into emergency settings at short notice.
15. Perform such other duties as may be assigned.

## ***Required Qualifications and Experience:***

### **Education**

- Master's degree in Business or Public Administration or a related field from an accredited academic institution with two years of relevant professional experience; or,
- University degree in the above fields with four years of relevant professional experience.

### **Experience**

- Experience in movement management; and,
- Operational or field experience in refugee and migration related issues an 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.
- Good writing, communications and negotiation skills; good analytical skills;
- Good organizational and administrative skills;
- In-depth knowledge of movement management Systems; Amadeus, MiMOSA and iGATOR; and,
- Advanced knowledge and understanding of computerized information systems.

### **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**

<sup>1</sup> 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](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.

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 20 November 2024 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](http://www.iom.int/recruitment)

***Posting period:***

From 07.11.2024 to 20.11.2024

***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 2024 652 Operations Officer (P2) Geneva, Switzerland (59254853) Released  
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