

Position Title : **Head of Operations (DTM)**
Duty Station : **Berlin, Germany**
Classification : **Professional Staff, Grade P4**
Type of Appointment : **Fixed term, one year with possibility of extension**
Estimated Start Date : **As soon as possible**
Closing Date : **09 January 2025**

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. External female candidates:
3. Candidate 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 of IOM and female candidates.

Context:

In a complex and uncertain world, the useful application of data for evidence-based policy and humanitarian action is needed now more than ever. Whether it be helping displaced people find durable solutions in the face of climate change, to analysis that allows better forecasting of migration trends and preparedness—managing human mobility to contribute to sustainable development requires a data-driven approach.

The International Organization for Migration (IOM) has an abundance of information about human mobility: With offices in almost every country, IOM is trusted by its Member States for deep domain knowledge and field expertise. IOM has strategic partnerships with other United Nations (UN) agencies and stakeholders in the UN Migration Network. It works directly with a wide range of beneficiaries and enjoys a place at the forefront of data protection efforts within

the UN system.

IOM established the Global Data Institute (GDI) to harness the power of its data for operations, making meaning of global migration patterns, and providing foresight. The Global Data Institute capitalizes on synergies between its three units – the Displacement Tracking Matrix (DTM), the Global Migration Data Analysis Center (GMDAC), and the Data Impact and Strategy Unit – and collaborates with a network of regional data specialists to illuminate the global data story of human mobility.

Organizational Setting and Reporting Relationships: The Displacement Tracking Matrix (DTM) gathers and analyses data to disseminate critical multilayered information on the mobility, vulnerabilities, and needs of displaced and mobile populations that enables decision-makers and responders to provide these populations with better context-specific assistance. The DTM Operations, Coordination and Support (OCS) Unit assembles expertise in data collection operations and coordination, methodology and concept development, mapping and Geographic Information Systems, statistical analysis, database and application system development, and data and information management. The OCS provides a full range of support from the initial development and setup to continuous support on data collection operations, staff deployment, data management, mapping, database systems, and development of information products. At the global level, the team is striving to enhance the DTM by providing technical expertise, supporting the integration of innovative technologies, improving capacity building components, and designing streamlined and harmonised processes.

Under the overall supervision of the Director of the Global Data Institute (GDI) and the direct supervision of Global DTM Coordinator, the Head of Operations (DTM) will be responsible to coordinate and manage activities, initiatives, and projects implementation of the DTM Operations Coordination and Support (OCS) unit within the Global Data Institute (GDI) in Berlin, Germany. The Head of Operations (DTM) will also be responsible as the main focal point for supporting operational deployments to continue improving the quality and expansion of DTM activities with country missions. As a member of the Global DTM team, the incumbent will work closely the Regional and Country Offices, supporting the setup, implementation and maintenance of DTM country operations.

Work implies frequent interaction with the following:

Establish and maintain relationships with counterparts, senior officers and technical staff in relevant Secretariat units and in UN funds, programs and other UN specialized agencies; representatives and officials in national governments, international organizations, consultants.

Core Functions / Responsibilities:

Technical leadership

- Lead DTM global support to DTM field operations through management of interactions with country teams, and ensure DTM's OCS Unit is able to provide methodological, operational, and technical support to active and emerging DTM regional and country teams in line with global guidance, processes and methodologies;
- Lead methodological developments and enhancements of DTM data collection operations across the various components of DTM, including leading future iterations to the DTM Methodological Framework;
- Provide authoritative technical guidance and management of DTM OCS staff, associates and technical advisors and assign tasks in compliance with DTM Global team workplan implementation;
- Manage the OCS Unit, and ensure the capacity building of its staff and support their career growth by building staff technical capacity;

- Research, analyze and evaluate new value-added processes in relation to DTM operational implementation in the field and introduce new innovative approaches and processes to increase effectiveness, efficiency, and quality of DTM data collection globally;
- Lead the roll out and uptake of the DTM Data Kit across DTM Operations; organize trainings, ensure technical and operational support as needed, including through a dedicated staff deployment plan and peer to peer exchanges across countries. Regularly liaise with the Global System Management (GSM) unit to ensure usability of Data Kit and its various applications, to help monitor its usage and usability.

Management and Field Coordination

- Within the DTM global network, establish a robust staff and expert deployment strategy and system to ensure effective and efficient deployment of DTM staff and expertise in emergencies and crisis as required;
- Implement coordinated global efforts related to data management workflows, standards and processes, production of information products, and operational activities, including by coordinating the development of global guidance, training, and documentation of methodologies and operational standards for IOM DTM programming in the field, as well as ensuring global processes reflect operational support needs at the field level;
- Provide thematic and technical guidance to stakeholders involved in DTM-related programmes and projects implementation, including to programme staff in Headquarters and focal points in the field in close cooperation with the involved IOM Missions and Regional Offices.
Drive collaboration on data analysis across organizations
- Establish and maintain strong technical level partnerships with external stakeholders including inter-agency bodies, UN Agencies and international Non-Governmental Organizations (NGOs), regional bodies, international forums, academic institutions, and private sector partners at the global, regional and field levels. In particular to support coordination of data collection, sharing and use with external stakeholders, especially in the field of displacement population data and operational planning;
- Expand, strengthen, and oversee collaborations with other IOM internal programme stakeholders, including the various relevant units and divisions at IOM Headquarters and Regional Offices to maintain expansion of DTM involvement in support to other IOM programming areas and ensure a coordinated and strategic approach to the implementation of the DTM worldwide. Ensure consistent and cohesive internal communication, especially with IOM's Regional Data Hubs, to ensure appropriate support to DTM operations.
- Undertake travel duty as necessary to oversee above named duties;
- Perform other duties as required to achieve the overall goals and objectives of the GDI, in coordination with IOM Headquarters, Regional and Country Offices as appropriate.

Required Qualifications and Experience:

Education

- A Master's degree in Geographic, Computer, Social or Political Sciences from an accredited academic institution with seven years of relevant professional experience; or,
- University degree in the above fields with nine years of relevant professional experience.

Experience

- Extensive experience running large scale data collection operations across several

humanitarian contexts, including multiple different DTM Operations;

- Extensive experience in capacity building of field teams on mixed data collection methodologies, particularly those referenced in the DTM Methodological Framework;
- Extensive experience in information management and data analysis process, particularly aligning to key inter-agency analytical processes, such as the Humanitarian Needs and Response Plan (HNRP), Joint Intersectoral Analysis Framework (JIAF) and (Integrated Food Security Phase Classification (IPC) processes;
- Strong familiarity with the Inter-agency Standing Committee (IASC) Cluster system at country levels, and ability to support country teams on Humanitarian Programme Cycle (HPC) engagement;
- Experience in liaising with governmental authorities, UN system agencies and with other national and international institutions;
- Experience in the humanitarian sector/ emergency response with demonstrated expertise in project development and implementation, and with experience of external partner liaison;
- Experience in staff and budget management across multiple projects and donors; and,
- Experience of instituting capacity building, including design and implementation of training and management of in-work staff capacity development.

Skills

- Proven leadership and negotiation skills, particularly in a multi-stakeholder and multi-cultural environment;
- Demonstrated technical and operational expertise and knowledge in displacement tracking, data collection activities (assessments, surveys, and/or registration), data management, data analysis, statistical modeling, and/or development of information products;
- Excellent track record of effective working relationships with private sector, government officials and UN agencies;
- Demonstrates creative, strategic thinking and problem-solving skills to set effective goals and overcome challenges; and,
- The ability to develop individual and team objectives and work planning to meet complex goals and manage and capacitate the performance of oneself and others within a collegial work environment.

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 either French, Spanish and/or another official UN language (Arabic, Chinese, and, Russian) 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 3

- **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 3

- **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 09 January 2025 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 27.12.2024 to 09.01.2025

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 742 Head of Operations (DTM) (P4) Berlin, Germany (59355279) Released

Posting: Posting NC59355280 (59355280) Released