

Position Title : **Operations Officer**  
Duty Station : **Nampula, Mozambique**  
Classification : **Professional Staff, Grade P2**  
Type of Appointment : **Special short-term graded, six months with possibility of extension**  
Estimated Start Date : **As soon as possible**  
Closing Date : **17 May 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](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; Aruba (Netherlands); Botswana; Cabo Verde; Comoros; Congo (the); Cook Islands; Curaçao; Fiji; Grenada; Guinea-Bissau; Holy See; Iceland; Kingdom of Eswatini; Kiribati; Lao People's Democratic Republic (the); Madagascar; Marshall Islands; Micronesia (Federated States of); Namibia; Nauru; Palau; Saint Kitts and Nevis; Saint Lucia; Seychelles; Solomon Islands; Suriname; The Bahamas; Timor-Leste; Tonga; Tuvalu; Vanuatu*

Second tier candidates include:

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

### **Context:**

The International Organization for Migration (IOM), the UN Migration Agency is a dynamic and growing inter-governmental organization, with 172 member states. IOM is committed to the principle that “humane and orderly migration benefits migrants and society”. Established in 1951 and now active in over 440 field locations worldwide, IOM works with partners, government and civil society to promote international cooperation to address operational challenges of migration and mobility, assist in the search for practical solutions to migration problems, and to provide humanitarian assistance to migrants in need, including refugees and internally displaced people. IOM addresses the migratory phenomenon from an integral and holistic perspective, including links to development, in order to maximize its benefits and minimize its negative effects.

Under the overall supervision of the Chief of Mission (CoM) and under direct supervision of Head of Sub Office for Pemba, in close coordination with the Deputy Chief of Mission and the

Head of Emergency Response and Recovery and Programme Managers, the Operations Officer will be responsible for providing support to IOM's field operations, including emergency response and recovery activities implemented in Nampula Field Office.

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

1. Support the Head of Sub Office in Pemba, the Deputy Chief of Mission, the Head of Emergency Response and Recovery, and the Programme Managers with the implementation of activities in Nampula, and provide technical inputs to contribute to the development of an IOM response strategy for Nampula, including to strengthen engagement with host communities.
2. Coordinate and supervise the running of the Nampula Field Office in line with IOM rules and regulations and work closely with Resources Management Unit (RMU) staff in Nampula, analyse operational and administrative activities and prepare recommendations for the Resource Management Officer (RMO) with a view to addressing operational challenges, increasing effectiveness and streamlining procedures.
3. Participate in inter-sector coordination and other cluster meetings to provide information, updates and technical guidance for IOM operations in Nampula.
4. Contribute to capacity building and provide training to IOM field teams.
5. Conduct regular and systematic monitoring of ongoing IOM activities including service delivery in the IOM managed sites hosting displaced populations, drawing the attention of stakeholders and partners to overarching needs .
6. Share gaps identified in the provision of assistance to beneficiaries with relevant clusters and facilitate coordination among various service providers to address them and avoid duplication of activities.
7. Work to ensure that Complaint and Feedback mechanism and procedures are in place, and forums are developed for the displaced population living in sites and host communities to help increase two-way communication, and to uphold accountability to affected populations.
8. Work with the team to strengthen capacity of site committees, with a specific technical or cross-cutting sector focus and cutting across agencies: Protection, Shelter, WASH, etc. and check that representation takes into account the active participation of all groups in site governance, including women, the elderly, adolescents and the youth, people living with disabilities, etc.
9. Work with DTM team, Shelter and CCCM field teams in collecting and maintaining up to date information about the population seeking shelter in temporary sites to ensure it reflects births, deaths, arrivals and departures, and captures other relevant changes in demographic characteristics of site populations.
10. Provide technical support for the installation and/or maintenance of IOM operated infrastructures such as drainage facilities, reception centers, safe spaces, shelters, WASH facilities and community centers. Coordinate with Local Authorities on environmental protection matters in and around the sites.
11. Draft regular reports and updates for the Head of Sub Office, Deputy Chief of Mission and the Head of Emergency Response and Recovery and Programme Managers regarding the implementation of IOM Programme and Projects' activities.
12. Maintain close liaison with local authorities (including INGD), and assistance actors (including NGO's and UN Agencies) in Nampula.

13. Implement appropriate safety and security procedures related to the protection of IOM staff, IOM's assets and operations. Check if relevant security information is properly disseminated.

14. Undertake duty travel to facilitate the smooth implementation of all the tasks mentioned above.

15. Perform such other duties as may be assigned.

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

### **Education**

- Master's degree in Political or Social Sciences, Business Administration, Law 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 project/offices support, coordination and/or management in emergency environments;
- Experience in camp management, Shelter/housing, DTM, MHPSS/Protection, Energy and Health programmes.
- Previous experience with IOM and with other UN agencies is an advantage;
- Experience in liaising with authorities, donors, UN agencies, Red Cross and Red Crescent Movement, as well as with national and international NGOs and other relevant stakeholders
- Experience with project implementation, scheduling and deployment of resources;
- Familiar with Southern Africa region is an advantage.

### **Skills**

- Understanding of migration dynamics and their impact on vulnerabilities;
- Strong management capacity, knowledge of project management cycle and demonstrated experience in managing projects in the field of humanitarian assistance;
- Demonstrated skills in monitoring and evaluation and data analysis;
- Excellent writing and synthesis skills, and experience in report writing
- Demonstrated ability to deliver quality assignments under tight timeframes;
- Familiarity with financial and business administration.
- Excellent communication and negotiation skills;
- Good computer literacy

### **Languages**

IOM's official languages are English, French, and Spanish.

For this position, fluency in English is required (oral and written). Working knowledge of Portuguese, and/or local languages 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 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 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 17 May 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](http://www.iom.int/recruitment)

***Posting period:***

From 04.05.2023 to 17.05.2023

***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: SVN 2023 131 Operations Officer (P2) Nampula, Mozambique (58116423) Released  
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