

VACANCY NOTICE



International Organization for Migration (IOM)
The UN Migration Agency

The International Organization for Migration is seeking qualified candidates holding **Turkish citizenship** for the following position based in Ankara, Türkiye.

Vacancy Notice Number:	VN#TR/2024/182
Position Title:	Senior Operations Assistant (Movement and Data Processing)
Duty Station:	Ankara – Türkiye
Classification:	One Year Fixed Term Contract (G6)- with possible extension
Eligibility:	Turkish Nationals
Deadline of Applications:	07 November 2024
Number of People to be hired	1
Category:	Internal & External

Established in 1951, IOM 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.

At IOM, we welcome applications from qualified professionals, irrespective of their race, religion, skin color, nationality, age, disability status, ancestry, sex, sexual orientation, gender identity or expression, marital status, family structure, mental health status, or any other characteristic.

Our policies encourage a workplace free from discrimination and any form of harassment. Qualified women are particularly encouraged to apply for this position. Read more about diversity and inclusion at IOM at www.iom.int/diversity

General Functions:

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. Movement Operations Units in various IOM Country Offices, coordinated under the Resettlement and Movement Management (RMM) Division in the Department of Mobility Pathways and Inclusion 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 general supervision of the Sr. Movement Operations Manager (Istanbul), the direct supervision of Operations Associate, the Sr. Operations Assistant (Movement and Data Processing) is responsible for the following duties and responsibilities.

Major Duties and Responsibilities:

1. Oversee up to a total of eight staff members who are undertaking movements and data processing activities, including coordinating, scheduling and booking travel, distributing Advance Booking Notifications (ABNs), and issuing updates on domestic flights, cancellations and departure notifications; or data processing activities, including recording demographic and biographic information in MiMOSA, confirming receipt to third parties, and managing, securing, and accounting for travel documents in accordance with the local standard operating procedures (SOPs). Support staff development processes such as 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.

2. Oversee the organization and completion of all bookings by Movements' staff members in a timely manner and in accordance with the Handbook of IOM Tariffs (HIT).
3. Ensure compliance with program-specific SOPs for different migrant types and other modes of travel by air, land or sea.
4. Distribute information to internal and external stakeholders.
5. Oversee the creation of movement data files, by ABN, for all individuals in accordance with SOPs. Oversee Movements staff members as they compile and analyse 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.
6. Ensure Data Processing staff members are undertaking secure storage of documentation and data in accordance with IOM principles and guidelines, that they are taking all necessary measures to guarantee limited access to physical files, and that they are dispatching travel documents and coordinating exit permits in a timely manner. Ensure the travel bag has all necessary documentation to depart the country.
7. Oversee Data Processing staff members as they process exit permits and travel documents in close coordination with supervisors and other IOM colleagues; this may include direct communication with beneficiaries in relation to requesting them to submit required documentation in accordance with SOPs.
8. Oversee the preparation of Data Processing reports on the receipt of documentation to time-of-service delivery, as well as regular data mining reports confirming MiMOSA is up-to-date and accurate; advise management on possible issues which need attention and suggest corrective actions. Report specifically to management on any problems encountered like denials of exit permits, the reasons for such denials and possible solutions.
9. Oversee pre-departure counselling on pre-embarkation procedures and special needs during travel (such as meals, medication, wheelchairs and medical conditions) as needed and identity and document verification prior to the distribution of travel documentation to departing individuals. Identify beneficiary vulnerabilities and coordinate appropriate action to ensure they are addressed, including overseeing the coordination of escorts.
10. Under the close supervision of the Operations Associate, liaise as needed with other teams and units in IOM Türkiye and with external partners such as airport and government authorities, the US Embassy and the United Nations High Commissioner for Refugees (UNHCR). Provide regular feedback on work being accomplished to the Operations Associate and keep supervisors immediately informed of any issues that arise.
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 Operations Associate 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:

Education:

- Bachelor's degree with four years of working experience
- Completed secondary education with six years of relevant working experience

Experience:

- 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** is required.

Required Competencies

The incumbent is expected to demonstrate the following values and competencies:

Values

- **Inclusion and respect for diversity:**
Shows respect and sensitivity towards gender, culture, ethnicity, religion, sexual orientation, political conviction and other differences.
 - Encourages the inclusion of all team members and stakeholders while demonstrating the ability to work constructively with people with different backgrounds and orientations.
 - Promotes the benefits of diversity; values diverse points of view and demonstrates this in daily work and decision making.
 - Challenges prejudice, biases and intolerance in the workplace.
- **Integrity and transparency:**
Upholds and promotes the Standards of Conduct and Unified Staff Regulations and Rules.
 - Delivers on commitments; manages the organization's resources reliably and sustainably.
 - Embraces and encourages transparency, balancing this with the need for discretion and confidentiality as appropriate.
 - Maintains impartiality and takes prompt action in cases of unprofessional or unethical behavior.
 - Does not abuse one's position and acts without consideration of personal gain. Is motivated by professional rather than personal concerns.
- **Professionalism:**
Demonstrates professional competence and mastery of subject matter and willingness to improve knowledge and skills.
 - Seeks to raise professional standards in self and others through daily work and activities.
 - Adapts quickly to change and is decisive and versatile in face of uncertainty.
 - Shows self-control and persistence when faced with difficult problems and remains calm in stressful situations.
 - Is conscientious and efficient in meeting commitments, observing deadlines and achieving results.

Core Competencies – behavioral indicators *level 2*

- **Teamwork:**
 - Fosters a sense of team spirit by developing a shared understanding, accountability, and enthusiasm for the team's work.
 - Displays a high level of cultural awareness, sensitivity to different ways of working and leverages individual strengths in order to build a better team.
 - Shares credit for team accomplishments and ensures that the contribution of others is recognized.
 - Helps create a positive team spirit, putting aside personal considerations to help the team achieve its goals.
- **Delivering results:**
 - Produces high-quality results and workable solutions that meet clients' needs.
 - Anticipates constraints, identifies solutions, and takes responsibility for addressing critical situations.
 - Monitors own and others' work in a systematic and effective way, ensuring required resources and outputs.
 - Aligns projects with Organization's mission and objectives and demonstrates a good understanding of the impact of team's and own work on external and internal counterparts.
- **Managing and sharing knowledge:**
 - Disseminates and shares knowledge openly and actively contributes to knowledge/network communities for topics relevant to area of expertise.
 - Encourages knowledge-sharing across units/departments and ensures that knowledge is captured, recorded and disseminated appropriately.
 - Builds networks for the effective communication and exchange of knowledge and ideas and puts others into contact with various sources of knowledge.
 - Contributes to an environment that is conducive to innovation and learning.
- **Accountability:**
 - Proactively seeks responsibility in delivering towards the goals of the Organization.
 - Plans and organizes work with a clear and deliberate focus, ensuring commitments are easily identified and progress is widely communicated.
 - Stands by the actions of team or department, publicly accepting ownership.
 - Takes responsibility of own shortcomings and those of the work unit, where applicable
- **Communication:**
 - Speaks and writes clearly and effectively.
 - Seeks to share information with others, with due respect for diversity and the confidentiality of specific sensitive information.
 - Listens and seeks to understand without bias and responds appropriately.
 - Shares information and keeps others up to date; actively seeks others' views and ideas and respects their contribution.

Managerial Competencies¹ – behavioral indicators *level 2*

- **Leadership:**
 - Assigns responsibilities fairly and manages performance, taking account of individual strengths, workloads and interests.

¹ As applicable.

- Is inclusive in decision-making and actively seeks feedback from team members and colleagues in order to identify opportunities for improvement.
- Takes sound and timely managerial decisions that are consistent with the Organization's vision and purpose.
- Establishes and maintains relationships with a broad range of stakeholders to understand needs and gain support.
- Empowering others and building trust:
 - Delegates appropriately to make the most of others' talents, clarifying expectations and allowing autonomy in important areas while providing necessary support.
 - Encourages others to take responsibility for their performance; promotes ownership, responsibility and accountability for desired results at all levels.
 - Creates an atmosphere of trust and confidence in which others can talk and act without fear of repercussion.
 - Gives proper credit to others, shows appreciation and rewards achievement and effort.
- Strategic thinking and vision:
 - Aligns own actions to the Organization's vision, values, and mandate.
 - Translates strategic direction into short and medium-term plans and objectives for own team; revises objectives to reflect changes in organizational goals.
 - Identifies key issues/priorities in complex situations and how they may be related to one another.
 - Clearly communicates links between the Organization's strategy and the work unit's goals.

Other:

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

Appointment will be subject to certification that the candidate is medically fit for appointment, accreditation, any residency or visa requirements, and security clearances.

Only candidates residing in either the country of the duty station or from a location in a neighbouring 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 neighbouring country located within commuting distance, and work permit, as applicable.

This is a local position and applications from candidates for non-Turkish citizens holding a valid residence permit residing in Türkiye might be considered.

How to Apply:

Interested candidates are requested to submit their application including the most recent CV with a cover letter in English with contact details (name, position, phone and e-mail details) of three references by indicating name of the position applied with its VN number in the subject line of the e-mail to iomtrjobs@iom.int or to IOM İlkbahar Mahallesi Konrad Adenauer Caddesi No: 63 Çankaya, Ankara Türkiye by the end of **07 November 2024**.

Please note that only shortlisted candidates will be contacted.