



Organisation internationale pour les migrations (OIM)  
L'organisme des Nations Unies chargé des migrations

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## VACANCY NOTICE

### IOM TUNISIA: VNTN2022-027

### Operations Assistant- Tunis

The UN agency for Migration – IOM Tunisia is looking for an **Operations Assistant** according to the terms of reference stipulated below. Interested candidates are invited to submit their applications including: PHForm, CVs and cover letter specifying the motivation for applications to [Tunisrecruitment@iom.int](mailto:Tunisrecruitment@iom.int) no later than **22<sup>nd</sup> May 2022**; indicating the reference code in the subject: **VNTN2022-027 Operations Assistant - Tunis**.

**Please note that only short-listed candidates will be contacted, and applications submitted without PHForm will not be considered.**

<b>Position Title:</b>	Operations Assistant
<b>Duty Station:</b>	Tunis, Tunisia
<b>Classification:</b>	G4
<b>Type of Appointment:</b>	One Year Fixed Term contract with possibility of renewal
<b>Estimated Start Date:</b>	ASAP
<b>Reference Code:</b>	VNTN2022-027

#### **Organizational Context and Scope:**

Established in 1951, IOM is a Related Organization of the United Nations. Dedicated to promoting humane and orderly migration for the benefit of all, IOM provides services and advice to governments and migrants. As the leading UN organization in the field of migration, IOM works closely with its governmental, intergovernmental and non-governmental partners on capacity building and advocacy for policy and legislative practices to ensure the protection of migrants.

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 programs.

Under the general supervision of the Project Manager Protection and Assistance and the direct supervision of Senior Project Assistant AVRR/ Operations, the Operations Assistant (Field Support) is responsible for undertaking movement operations activities in the field, with the following duties and responsibilities:

**Core Functions / Responsibilities:**

In particular, he/she will:

1. Undertake field support activities in an assigned area or areas, such as at an airport, transit center, third-party facility or sub-office, or in relation to transportation.
2. Perform airport services, such as providing custodial care of travel documentation; verifying identities and documentation, including exit permissions, visas, tickets and other items in the travel bag; assisting with airport formalities, including flight arrivals, curbside assistance, check-in, luggage formalities, immigration procedures, security screening systems and customs clearance; escorting arriving individuals to ground transportation and departing individuals to their gates; visually confirming flights have departed; ensuring individuals with special needs or equipment receive appropriate support; and, as needed, sending notifications using relevant systems.
3. Assist individuals at transit centers or third-party facilities, including upon arrival with sign-in, verification of identity, orientation, food and non-food items and room assignments; during their stay with food and non-food items, instructions, briefings, activities and resolution of issues; and upon departure for medical appointments, return travel or onward travel with briefings, luggage support and transition to transportation. Enter and update relevant data in the appropriate systems and ensure vulnerable individuals are assisted in a manner that ensures their safety, security and comfort; report all issues immediately to the appropriate supervisor(s).
4. Provide assistance at transit centers and third-party facilities for extended periods of up to 12 hours and during overnight periods, ensuring the needs of individuals are met throughout their stay. Communicate promptly with third-party facility representatives and/or supervisors if issues arise.
5. Assist in the coordination of transportation from consolidation points, transit centers and third-party facilities, including liaising with service providers, ensuring the identity verification, readiness and organization of individuals being transported, and providing relevant briefings. Assist with baggage sorting, tagging and handling and escort individuals on transportation as needed. Ensure individuals with special needs are provided with appropriate services and report any issues to supervisors immediately.
6. Provide selection mission support, exit permit support and/or interpretation services for individuals at the airport, in transit centers, camps, consolidation points and third-party facilities or during transport by air, ground or water.

7. Provide regular feedback on work being accomplished to the Operations Assistant (Team Leader) and/or supervisors and team members and keep supervisors immediately informed of any issues requiring their attention.
8. Maintain and ensure the confidentiality and integrity of all relevant paperwork in line with standards of conduct and data protection rules. Alert the Operations Assistant (Team Leader) or management of any non-compliance to SOPs or codes of conduct by IOM staff members or partners.
9. Perform such other duties as may be assigned.

**Required Competencies:**

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

**Values** - all IOM staff members must abide by and demonstrate these three values:

- Inclusion and respect for diversity: respects and promotes individual and cultural differences; encourages diversity and inclusion wherever possible.
- 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.

**Core Competencies**

- 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 action and delegated work.
- Communication: encourages and contributes to clear and open communication; explains complex matters in an informative, inspiring and motivational way.

**Teamwork**

Develops and promotes effective collaboration within and across units to achieve shared goals and optimize results.

- Establishes strong relationships with colleagues and partners; relates well to people at all levels.
- Is fully aware of the team purpose, respects and understands individual and collective responsibilities.
- Willingly puts in extra effort without being asked and adopts a "hands-on" approach whenever necessary to achieve team objectives.
- Coordinates own work with that of the team to meet agreed priorities and deadlines.

**Delivering results**

Produces and delivers quality results in a service-oriented and timely manner. Is action oriented and committed to achieving agreed outcomes.

- Produces quality results and provides quality services to clients.
- Meets goals and timelines for delivery of products or services.
- Manages time and resources efficiently, monitoring progress and making adjustments as necessary.
- Shows understanding of own role and responsibilities in relation to expected results.

### **Managing and sharing knowledge**

Continuously seeks to learn, share knowledge and innovate.

- Keeps abreast of new developments in own field of competence and creates opportunities for knowledge management initiatives.
- Shares knowledge and learning willingly, and proactively seeks to learn from the experiences of others.
- Puts new learning into practice and draws on diverse sources of ideas and inspiration.
- Contributes to the identification of improvements to work processes and assists in implementing them.

### **Accountability**

Takes ownership for achieving the Organization's priorities and assumes responsibility for own action and delegated work.

- Accepts personal responsibility for quality and timeliness of work.
- Takes ownership of all responsibilities within own role and honours commitments to others and to the Organization.
- Operates in compliance with organizational regulations and rules.
- Accepts and gives constructive criticism; acknowledges and corrects mistakes and apply lessons learned for improvement.

### **Communication**

Encourages and contributes to clear and open communication.

Explains complex matters in an informative, inspiring and motivational way.

- Presents information using language and sequence of ideas that is easy for recipients to understand.
- Adapts communication to the recipient's needs, asks questions to clarify, and exhibits interest in having two-way communication.
- Encourages others to share their views, using active listening to demonstrate openness and to build understanding of different perspectives.
- Listens carefully and genuinely to the views and positions of others; acts on received information.

### **Required Qualifications:**

#### **Education & Experience:**

- Bachelor's degree or equivalent, or higher from an accredited academic institution with two years of relevant professional experience or

- High School degree/certificate with in the above fields with four years of relevant professional experience.

**Languages:**

Fluency in English (written and spoken) is required. Good knowledge of French is advantageous.

**Other:**

- 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.

**ADDITIONAL INFORMATION**

- Incomplete applications will not be considered. Applications received after the closing date will not be accepted.
- 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.
- The list of accredited institutions can be found at <https://www.whed.net/home.php>

**Posting period:**

**From 06/05/2022 to 22/05/2022.**