

Open to Internal and External Candidates

Position Title	: Senior Operations Assistant (Compliance)
Organizational Unit	: Movement Operations
Duty Station	: Erbil - Iraq
Classification	: General Service Staff, Grade G6
Type of Appointment	: Special Short Term contract (SST)
Duration of Appointment	: Six (6) months with possibility of extension
Closing Date	: 18 th January 2022
Reference Code	: SVN2022/IRQ/001

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.

IOM is committed to a diverse and inclusive environment. Applications from qualified female candidates are especially encouraged as well as the Internal and external candidates are eligible to apply to this vacancy. For the purpose of the vacancy, internal candidates are considered as first-tier candidates.

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. 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 programmes.

Under the general guidance of the Chief of Mission (COM), under overall supervision of Head of Migration Management Unit and the direct supervision of the Movement Operations Manager, the Senior Operations Assistant (Field Support) is responsible for supervising movement operations activities in the field, with the following duties and responsibilities:

Core Functions / Responsibilities:

1. Oversee and undertake compliance activities in an assigned area or areas, such as project monitoring and evaluation, training, youth services, project reporting, project support and/or protection.
2. In close coordination with the USRAP Oversight Officer in Washington, D.C., oversee monitoring and evaluation activities, including, if requested, planning monitoring and evaluation activities, designing monitoring and evaluation mechanisms, such as surveys, interview protocols and focus

- group topics, administering surveys, interviews and focus groups, analysing monitoring and evaluation data and reporting on data to relevant persons.
3. Oversee and plan training activities for Movement Operations staff members, including serving as a Training Focal Point for the Region in close coordination with the HR-Business Partner. Coordinate with management and staff members to identify training needs within the Region; plan, organize and administer trainings; support the delivery of trainings; learn to deliver, and deliver, trainings; report to the HR-Business Partner and Staff Learning and Development (SDL) at HQ on trainings that are held; and contribute as needed to the development of new training packages.
 4. Provide support to management in relation to a wide range of special projects serving all pillars of Movement Operations in the Region as well as Movement Operations management and IOM Units that are outside of, but support, Movement Operations activities. In relation to project reporting, support management as needed with compiling information for reports and distributing reports within IOM Iraq for internal use.
 5. Oversee protection activities related to vulnerable beneficiaries served by Movement Operations, such as children, the elderly, survivors of sexual and gender-based violence (SGBV), persons with disabilities, lesbian, gay, bisexual, transgender and intersex (LGBTI) persons and other marginalized individuals, including, if assigned, providing training on how to work with at-risk individuals, drafting Standard Operating Procedures (SOPs), tools and reference materials, monitoring the implementation of SOPs and tools, providing regular reports on at-risk cases, liaising with colleagues and partners on relevant issues, and analysing or completing documentation related to youth.
 6. Administer the Transit Center Youth Services area, maintaining an environment that is conducive to the education of children and young adults. In this capacity, provide equal access to the Youth Services area for all children, arrange for adequate supervision during center hours, promote the center through visual materials and announcements, and ensure equipment and materials are available, appropriate, clean and safe for use by children.
 7. Create and organize youth-themed recreation times and classes at the Transit Center using known educational content and curriculum in the language(s) of the children being served. Identify creative ways to deliver Transit Center-relevant lessons related to personal hygiene, environmental awareness and community health.
 8. Work with Transit Center staff members to ensure that special attention is brought to the hygiene and consistent stocking of items used by children.
 9. Provide regular reports on the work being accomplished to supervisors and team members.
 10. Demonstrate an in-depth 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.)
 11. Maintain and ensure the confidentiality and integrity of all relevant paperwork in line with standards of conduct and data protection rules. Alert the Movement Operations Manager or management of any non-compliance to SOPs or codes of conduct by IOM staff members or partners.
 12. Perform such other duties as may be assigned.

Qualifications.

Education

- University degree in an accredited academic institution with 4 years of relevant professional experience

- Completed High School degree from accredited academic institution with 6 years relevant professional experience.

Experience

- Prior experience as a trainer or facilitator, working with youth or on protection-related issues is a distinct advantage.
- Strong interpersonal and communication skills. Ability to work under pressure with minimum supervision. Excellent computer skills - Word, Excel and Internet. Attention to detail and ability to organize.

Languages

- English, Kurdish and Arabic are required.
- Any other language is an advantage.

Required Competencies

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

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 – behavioural indicators *level 2*

Teamwork: develops and promotes effective collaboration within and across units to achieve shared goals and optimize results.

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

- 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: continuously seeks to learn, share knowledge and innovate.

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

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

- 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.

IOM IN/234 - Policy and Procedures for Preventing and Responding to Sexual Exploitation and Abuse

IOM has a policy of zero tolerance of sexual exploitation and abuse (SEA) by IOM staff members and the employees or any other persons engaged and controlled by IOM Contractors. The staff members and all contract type holders shall protect against and prevent sexual exploitation and abuse (PSEA).

Others

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 and verification of residency, visa, and authorizations by the concerned Government, where applicable.

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.

Internals of the Organization and NMS candidates, as well as external female candidates, will be considered as first-tier candidates. This vacancy is also open to second-tier candidates.

The appointment 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.

How to apply:

While this vacancy is open to both Internals and Externals, priority shall be given to qualified Internal applicants.

Interested candidates are invited to submit their applications via a link:

<http://iraqkobo.iom.int:8081/x/#rixCI374>

For an application to be considered valid, IOM only accepts online profiles duly completed. Only shortlisted candidates will be contacted.

Posting period:

From 04.01.2022 to 18.01.2022