



# STAFFING AND RECRUITMENT

IOM HUMAN RESOURCES

IOM is looking for a **National Operations Officer** according to the Terms of Reference below. Interested applicants are invited to apply by **04.12.2022** at the latest, referring to the vacancy notice ref. code on the e-mail subject header.

## OPEN TO INTERNAL AND EXTERNAL CANDIDATES

<b>Reference Code:</b> SVN-59/2022/S - BD1	<b>Position Title:</b>	National Operations Officer
<b>Duty Station:</b> Dhaka, Bangladesh	<b>Estimated Starting Date:</b>	As soon as possible
<b>Classification:</b> NO-A (UN Salary Scale)	<b>Type of Appointment:</b>	Special Short-Term (Six months with possibility of extension)

### General Functions:

Under the overall supervision of the Deputy Chief of the Mission and the direct supervision of Head of PXD unit, the successful candidate will be responsible for supervising all movement operations activities in CO Bangladesh, with the following duties and responsibilities:

1. Supervise the implementation of Assisted Voluntary Return and Reintegration (AVRR), Voluntary Humanitarian Return (VHR), resettlement programme, document verification, self-payer programmes, ticketing activities, including monitoring its administrative, financial and technical aspects, in compliance with IOM policies and standard, as well as donor requirements.
2. Maintain coordination at technical level with different units in the mission, government authorities, diplomatic missions, sending IOM missions, national and international institutions to ensure smooth implementation of project activities.
3. Oversee the efficient and effective management of airport services for arriving and departing individuals, including in relation to documentation, luggage, escorts and special services. Ensure staff deliver the highest quality service, interact appropriately with airport and government officials and handle urgent issues as they occur. Monitor the work schedule, validate hours and process relevant financial paperwork in coordination with the IOM finance department.
4. Oversee the completion of all bookings by Movements staff members in accordance with the Handbook of IOM Tariffs (HIT). Ensure compliance with program-specific SOPs and supervise the distribution of travel information to stakeholders.
5. Ensure Data Processing staff members are undertaking secure storage of documentation and data in accordance with IOM principles and guidelines. Prepare statistics and report regularly to the head of PXD unit on relevant activities and advise management on possible issues which need attention and suggest corrective actions.
6. Supervise quality assurance procedures, ensuring checks are being regularly undertaken by staff members and incident reports are being submitted to and responded to in an efficient manner.
7. Supervise, train staff members and provide technical guidance on a daily basis to ensure compliance activities related to project monitoring and evaluation, work planning, project reporting, project support and protection are being carried out efficiently and timely by staff members, that they are reporting regularly on the work being accomplished.
8. 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 as per the IOM Code of Conduct and instruction on the prevention of sexual exploitation and abuse (PSEA).

**IOM is an equal opportunity employer and women are encouraged to apply.**  
**IOM Offices and vehicles have smoke-free work environment.**

9. Maintain and ensure the confidentiality and integrity of all relevant paperwork in line with standards of conduct and data protection rules. Alert supervisor or management of any non-compliance to SOPs or codes of conduct by IOM staff members or partners.
10. Undertake duty travel and represent the movement & operations team in official meetings, workshops and conferences on related subject matters as authorized by the Head of Migrant Protection Unit (PXD).
11. Perform any other duties as required.

### **Education, Experience and Skills:**

- Master's degree in Political or Social Science, Business Administration, Law or a related field from an accredited academic institution or University Degree with two years of relevant experience.
- Experience in movement control, multi-modal transportation, airline operations, logistics management or a related field is required.
- Experience in planning, and coordinating large scale, complicated passenger movements of complex multi-modal transport operations in the international environment is desirable.
- Experience in the United Nations system or a comparable international organization is desirable.
- Experience in supporting international operations in a post conflict, emergency environment is desirable. Experience in the United Nations system or a comparable international organization is desirable.
- Experience in supporting international operations in a post conflict, emergency environment is desirable. Knowledge of IOM's Movement Operations program implementation and administrative, financial and business rules and practices is desirable.
- Proven written and verbal communication skills and ability to effectively communicate with and lead a team.
- Demonstrated proficiency with IGator, MiMOSA, SAR and Amadeus.
- Excellent computer skills and a high level of proficiency in spreadsheet and database applications.

### **Method of Application:**

Candidates with the required qualifications can apply through email by mentioning the reference code [SVN-59/2022/S-BD1: National Operations Officer](#) in the subject line to: [DhakaJobs@iom.int](mailto:DhakaJobs@iom.int); with the following documents:

- (i) *Application Letter/Cover Letter*
- (ii) *Curriculum Vitae*
- (iii) *Personal History Form (PHF) which can be downloaded from the IOM Dhaka website: <https://bangladesh.iom.int>*
- (iv) *Scan copy of Photo*

### **APPLICATION WITHOUT PROPER REFERENCE CODE MENTIONED ABOVE WILL BE DISREGARDED**

Please ensure that your application is complete with the above-mentioned documents. As incomplete applications generate an immense administrative burden for our organization. As a rule, candidates who have not properly submitted their application with required documents will be excluded from consideration.

**Any attempt for persuasion will be considered as a disqualification**

**ONLY SHORT-LISTED CANDIDATES WILL BE CALLED FOR ASSESSMENT**

***Note for internal candidates:***

*with refer to IN233 and Clause 7.5 of IOM Recruitment Policy:*

*Staff members selected for a VN/SVN in his or her same category at one grade higher than his or her personal grade shall be appointed at the advertised grade. A staff member selected for a VN/SVN to a position which is two grades higher than the staff member's current grade, will be appointed at the interim grade, and six months later at the higher grade.*

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