



STAFFING AND RECRUITMENT

IOM HUMAN RESOURCES

IOM is looking for **Operations Assistant (Movements)** according to the Terms of Reference below. Interested applicants are invited to apply by **20 May 2024** at the latest, referring to the vacancy notice ref. code on the e-mail subject header.

OPEN TO INTERNAL & EXTERNAL CANDIDATES

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|------------------------|-----------------------|---------------------------------|----------------------------------|
| Reference Code: | VN-018/2024/S-BD1 | Position Title: | Operations Assistant (Movements) |
| Duty Station: | Dhaka, Bangladesh | Estimated Starting Date: | As soon as possible |
| Classification: | G-5 (UN Salary Scale) | Type of Appointment: | One Year Fixed Term |
| Unit: | Movement Operations | | |

General Functions:

Under the overall supervision of the Senior Movement Operations Manager and the direct supervision of Senior Operations Assistant (Movements), the Operations Assistant (Movements), is responsible for undertaking data processing activities, with the following duties and responsibilities:

Responsibilities and Accountabilities:

1. Coordinate, schedule and book travel for individuals upon receipt of travel-ready status and/or request in accordance with travel requirements, including but not limited to the distribution of Advance Booking Notifications (ABNs), updates, domestic flights, cancellations and departure notifications.
2. Organize and complete all bookings in a timely manner and in accordance with the Handbook of IOM Tariffs (HIT) and standard operating procedures (SOPs) from the Division of Resettlement and Movement Management (RMM). Under the supervision of the Senior Operations Assistant (Movements). distribute travel information to internal and external stakeholders.
3. Compile and analyze 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.
4. Create movement data files, by ABN, for all individuals in accordance with SOPs and for IOM accountability.
5. In accordance with local practices and RMM guidelines and standards, and in close coordination with supervisors, identify and assign escorts to accompany vulnerable individuals.
6. In coordination with Senior Operations Assistant (Movements), process exit permission paperwork and ICRC Travel Documents in accordance with established standards and the local guidelines.
7. Conduct identity and document verification prior to the distribution of travel documentation to refugees, immigrants and migrants.
8. Conduct pre-departure counselling on pre-embarkation procedures and special needs during travel (such as meals, medication, wheelchairs and medical conditions) as needed. Identify beneficiary vulnerabilities and coordinate appropriate action to ensure they are addressed.
9. Provide regular feedback on work being accomplished to the Senior Operations Assistant (Movements) and keep supervisors immediately informed of any issues that arise.

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

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 Senior Operations Assistant (Movements) 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.

Education, Experience, Skills and Language:

- University degree in a related field from an accredited academic institution with three years of work experience; or,
- Completed secondary education with five years of relevant working experience;
- Prior Movement Operations or transportation experience is a strong advantage;
- Experience with processing systems such as iGATOR, MiMOSA, SAR and Amadeus is a strong advantage;
- Computer/software literate with good knowledge in Word, Excel and Internet;
- Fluency in English is required (oral and written);

Method of Application:

External candidates:

Send the application to IOMBangladeshJobs_External@iom.int; the subject line should mention the reference code [VN-18/2024/S-BD1; Operations Assistant \(Movements\)](#). [The following documents must be attached:](#)

(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

Internal candidates:

The PERN must be indicated in the *Personal History Form (PHF) for the reviewer to determine that it is an internal application.*

Applications are sent to IOMBangladeshJobs_Internal@iom.int; the subject line should mention the reference code [VN-18/2024/S-BD1; Operations Assistant \(Movements\)](#). [The following documents must be attached:](#)

(v) Application Letter/Cover Letter

(vi) Curriculum Vitae

(vii) Personal History Form (PHF) which can be downloaded from the IOM Dhaka website:

<https://bangladesh.iom.int>

(viii) Scan copy of Photo

APPLICATION WITHOUT PROPER REFERENCE CODE MENTIONED ABOVE AND INCOMPLETE APPLICATION WILL BE DISREGARDED

Any attempt for persuasion will be considered as a disqualification.

Due to volume of applications received, only short-listed candidates will be called for further 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.