



STAFFING AND RECRUITMENT

IOM HUMAN RESOURCES

IOM is looking for **Operations Assistant (Field Support)** according to the Terms of Reference below. Interested applicants are invited to apply by **23.08.2023** at the latest, referring to the vacancy notice ref. code on the e-mail subject header.

OPEN TO INTERNAL & EXTERNAL CANDIDATES

Reference Code:	VN-61/2023/S-BD1	Position Title:	Operations Assistant (Field Support) (Multiple Positions)
Duty Station:	Cox's bazar – Ukhiya, Cox's Bazar – Teknaf	Estimated Starting Date:	As soon as possible
Classification:	G-4	Type of Appointment:	One Year Fixed Term (with possibility of extension)
Unit:	Movement Operations		

General Functions:

Under the general supervision of the Movements Operations Officer the direct supervision of Senior Operations Assistant (Field Support), the Operations Assistant (Field Support) is responsible for undertaking movement operations activities in the field, with the following duties and responsibilities:

Responsibilities and Accountabilities:

1. Undertake field support activities in an assigned area or areas, such as at an airport, transit center, third-party facility, camp-based operation 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 and weekends, 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.

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

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.

Education, Experience, Skills and Language:

- Four years of working experience with secondary [high school] education; two years of working experience with Bachelor's degree.
- Prior Movement Operations or transportation experience is a strong advantage.
- Good knowledge of Word, Excel and the internet. Strong interpersonal and communication skills.
- English is mandatory. Working knowledge of Bangla or locally spoken languages is an advantage.

Method of Application:

External candidates:

Send the application to IOMBangladeshJobs_External@iom.int ; the subject line should mention the reference code [VN-61/2023/S-BD1; Operations Assistant \(Field Support\)](#). [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-61/2023/S-BD1; Operations Assistant \(Field Support\)](#). [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

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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.