



STAFFING AND RECRUITMENT

IOM HUMAN RESOURCES

IOM is looking for **National Associate Movement Operations Officer (Movements and Data Processing)** according to the Terms of Reference below. Interested applicants are invited to apply by **24 September 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-63/2023/S-BD1	Position Title:	National Associate Movement Operations Officer (Movements and Data Processing) (Multiple Positions)
Duty Station:	Multiple Duty Station	Estimated Starting Date:	As soon as possible
Classification:	NOA	Type of Appointment:	One Year Fixed Term (with possibility of extension)
Unit:	Movement Operations		

General Functions:

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 supervision of the Head, Project Coordination, the direct supervision of Movement Operations Officer, the National Associate Movement Operations Officer (Movements and Data Processing), is responsible for the following duties and responsibilities.:

Responsibilities and Accountabilities:

1. Oversee up to three teams of staff members who are undertaking movement activities, including coordinating, scheduling and booking travel, distributing Advance Booking Notifications (ABNs), and issuing updates on domestic flights, cancellations and departure notifications; or data processing activities, including recording demographic and biographic information in MiMOSA, confirming receipt to third parties, and managing, securing, and accounting for travel documents in accordance with the local standard operating procedures (SOPs).
2. Promote staff development processes by providing training, assigning duties and giving constructive feedback to staff members on their performance on a regular basis to ensure high quality work and the accurate completion of activities.
3. Oversee the organization and completion of all bookings by Movements staff members in a timely manner and in accordance with the Handbook of IOM Tariffs (HIT). Ensure compliance with program-specific SOPs for different migrant types and other modes of travel by air, land or sea. Supervise the distribution of travel information to internal and external stakeholders.

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

4. Oversee the creation of movement data files, by ABN, for all individuals in accordance with SOPs. Oversee Movements staff members as they 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. Certify vendor-incurred costs and verify charges for beneficiary movements; capture costs in the movement cost report, monitor cost settlement and transfer to financial accounting.
5. Ensure Data Processing staff members are undertaking secure storage of documentation and data in accordance with IOM principles and guidelines, that they are taking all necessary measures to guarantee limited access to physical files, and that they are dispatching travel documents and coordinating exit permits in a timely manner. Ensure the travel bag has all necessary documentation to depart the country.
6. Oversee Data Processing staff members as they process exit permits and travel documents in close coordination with supervisors and other IOM colleagues; this may include direct communication with beneficiaries in relation to requesting them to submit required documentation in accordance with SOPs. Ensure they prepare all travel documentation required for the exit process and submit to relevant authorities for approval, following up on exit permit requests and clearances in a timely manner.
7. Oversee the preparation of Data Processing reports on the receipt of documentation to time of service delivery, as well as regular data mining reports confirming MiMOSA is up-to-date and accurate; advise management on possible issues which need attention and suggest corrective actions. Report specifically to management on any problems encountered like denials of exit permits, the reasons for such denials and possible solutions.
8. Oversee pre-departure counselling on pre-embarkation procedures and special needs during travel (such as meals, medication, wheelchairs and medical conditions) as needed and identity and document verification prior to the distribution of travel documentation to departing individuals.
9. Identify beneficiary vulnerabilities and coordinate appropriate action to ensure they are addressed, including overseeing the coordination of escorts.
10. Liaise regularly with airlines to represent the best interest of beneficiaries and clients for competitive fares with the most direct routing. Liaise with other teams and units in IOM Bangladesh and with external partners such as government authorities, the US Embassy and the United Nations High Commissioner for Refugees (UNHCR). As needed, represent IOM at partner meetings and conferences.
11. Oversee the handling of at-risk and sensitive cases in accordance with IOM's policies, procedure and guidance in the Movement Management Manual (MMM), including assistance for unaccompanied refugee minors (URMs). Ensure IOM is adequately training staff members on working with at-risk and sensitive cases and is mainstreaming prevention of sexual exploitation and abuse (PSEA) through the awareness and training sessions for staff and service-providers.
12. Prepare statistics and report regularly to the Operations Officer on relevant activities, problems and solutions related to Movements and Data Processing. Work to streamline how reports are prepared and presented in order to improve services. Ensure data on all procedures is compiled, summarized and presented by staff members in a timely manner.
13. 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 per the IOM Code of Conduct and instruction on the prevention of sexual exploitation and abuse (PSEA).
14. Maintain and ensure the confidentiality and integrity of all relevant paperwork in line with standards of conduct and data protection rules. Alert Operations Officer or management of any non-compliance to SOPs or codes of conduct by IOM staff members or partners.
15. Perform such other duties as may be assigned.

Education:

- Master's degree
- University degree with two years of working experience

Experience:

- Prior Movement Operations experience, especially in IOM, is highly preferred.

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- Knowledge of IOM's Movement Operations program implementation and administrative, financial and business rules and practices is desirable.

Skills:

- Strong written and verbal communication skills and ability to effectively communicate with and lead a team.
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- Demonstrated proficiency with IGator, MiMOSA, SAR and Amadeus.
- Excellent computer skills and a high level of proficiency in spreadsheet and database applications.

Language:

REQUIRED

- External applicants for all positions in the Professional category are required to be proficient in English and have at least a working knowledge of one additional UN Language (Arabic, Chinese, French, Russian, or Spanish).
- For all applicants, fluency in English is required (oral and written).

DESIRABLE

Working knowledge of French and/or Spanish 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-63/2023/S-BD1: National Associate Movement Operations Officer \(Movements and Data Processing\)](#). 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-63/2023/S-BD1: National Associate Movement Operations Officer \(Movements and Data Processing\)](#). 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:*

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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.