Open to Internal and External Candidates

<table>
<thead>
<tr>
<th>Position Title</th>
<th>Senior Operations Assistant (2 Positions)</th>
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<tbody>
<tr>
<td>Duty Station</td>
<td>Baghdad – Iraq</td>
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<tr>
<td>Organizational Unit</td>
<td>Returns and Recovery Unit</td>
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<tr>
<td>Classification</td>
<td>General Service Staff, Grade G7</td>
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<tr>
<td>Type of Appointment</td>
<td>Special Short Term contract (SST)</td>
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<tr>
<td>Duration of Appointment</td>
<td>Six (6) months with possibility of extension</td>
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<tr>
<td>Closing Date</td>
<td>09th May 2019</td>
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<td>Reference Code</td>
<td>SVN2019/IRQ/134</td>
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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:

The work of the Return and Recovery Unit (RRU) within IOM Iraq is to remove obstacles to return in Iraq’s post-conflict areas and lay the foundation for longer-term recovery, economic development and stabilization programming.

Under the general guidance of the Chief of Mission (CoM), under overall supervision of Head of Return and Recovery Unit, under administrative supervision of Head of Liaison and Programmes under technical supervision of National Operation officer, the Senior Operations Assistant will be responsible for certain assigned technical tasks related to all operations in the Area of Responsibility (Baghdad, Anbar, Salah Al Din, Babylon, Karbala and Najaf) in addition to program liaison, external relations and coordination in line with the overall RRU objectives of ensuring timely, effective and proper implementation of activities.

Core Functions / Responsibilities:

1. Independently implement and monitor all operational activities in the governorates within the Area of Responsibility (Baghdad, Anbar, Salah Al Din, Babylon, Karbala and Najaf);

2. Provide technical support for all RRU operational staff in the Area of Responsibility, identify the bottleneck, seek technical advice and provide orientation; provide recommendations for improvement or corrective action to the Operations Officer;
3. Support management structures that ensure for the timely, effective and proper implementation of all projects and assigned responsibilities by field teams in the Area of Responsibility;

4. Work closely with the team leader and field team to assess community needs, identify infrastructure projects and livelihood beneficiaries within the Area of Responsibility, also report on program interventions, community-based activities and the impact of project activities.

5. Implement program methodology and program internal monitoring mechanism by field team in the Area of Responsibility;

6. Review program progress reports and analysis on return areas to conduct rapid assessments and activity implementation based on return trends;

7. Liaise with technical specialists within IOM/RRU regarding selection processes, community engagement approaches, livelihood activities, and infrastructure projects to coordinate implementation of activities, incorporation of best practices and compliance with IOM’s procedures related to general activity implementation;

8. Coordinate with local authority, government and to partner with national organization to share information and implement program activities;

9. Undertake field visits and duty travel to implement and monitor the different projects’ activities under the portfolio.

10. Follow up with procurement and finance unit to process with all payment request related to program activities in the area of responsibility.

11. Prepare all necessary documents related to the Red Rose system and vendors payments in coordination with the Senior Cash Based Support Assistant. Also follow up with the team leader and field team during cash transaction process.

12. Perform such other duties as may be assigned.

**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.
**Required Qualifications and Experience**

**Education**
- University Degree in Political Science, International Relations or Law, Economics or Business. With five years of experience within the same field or another international organization
- Relevant professional experience in the field of transaction and return providing assistance to IDPs, Returnees and host communities including operational and field experience.

**Experience**
- Experience in working in an international environment and in liaising with a variety of partners at all levels of the hierarchy.
- Ability to meet deadlines and work under pressure.
- Good level of computer literacy.
- Personal commitment, efficiency, flexibility, drives for results.
- Excellent communication and negotiation skills.
- Ability to present clear and concise information.
- Ability to work effectively and harmoniously with colleagues from varied cultures and professional backgrounds.
- Ability to handle confidential matters.
- Good level of computer literacy, knowledge of SAP will be considered as an advantage

**Languages**
- Fluency in English and Arabic.

**Other**
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.

**How to apply:**
Interested candidates are invited to submit their applications via a link: [https://iraq.iom.int/jobs/senior-operations-assistant](https://iraq.iom.int/jobs/senior-operations-assistant)
In order for an application to be considered valid, IOM only accepts online profiles duly completed. Only shortlisted candidates will be contacted.

**Posting period:**
From 25.04.2019 to 09.05.2019