



IOM International Organization for Migration

Open to Internal and External Candidates

Position Title	: Operations Assistant
Organizational Unit	: Movement Operations
Duty Station	: Erbil - Iraq
Classification	: General Service Staff, Grade G4
Type of Appointment	: Special Short Term contract (SST)
Duration of Appointment	: Six (6) months with possibility of extension
Closing Date	: 08 th April 2020
Reference Code	: SVN2020/IRQ/095

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:

Under overall guidance of the Chief of Mission (CoM) and Head of Erbil Office , overall supervision of Operations Officer, the direct supervision of Senior Operations Assistant, the incumbent will be responsible for the following:

Core Functions / Responsibilities:

1. Process requests for purchasing tickets for IOM staff and visitors, ensuring that the travel arrangements follow the IOM rules of most direct route and most competitive prices; in this context, provide solutions to a wide spectrum of issues related to travel.
2. Generate travel on duty arrangements for all IOM staff located in the countries covered by the REGION regional office where no operations structure is available.
3. Generate the travel arrangements for high-level government officials, dignitaries and delegations attending meetings and conferences by coordinating flights and issuing tickets.
4. Verify ticket invoicing and create a Ticket Order Record (TOR) in iGATOR for all issued tickets for payment in PRISM Financials.
5. Coordinate salary deduction advice to the Payroll Unit when needed.

6. Verify and settle invoices for the tickets that would be paid locally, making sure that the TOR is created in iGATOR.
7. Monitor unused tickets and request appropriate refunds.
8. Maintain the filing system for the staff travel records, including the requests, approval, confirmation, ticket and TOR.
9. Provide guidance and advice on IOM's travel provisions by interpreting the rules and regulations, and answering queries from all levels of the organization as requested by National Operations.
10. Process travel authorizations and claims of IOM staff in line with travel entitlements, ensuring that the travel arrangements follow internal and external regulations and alerting management in cases of non-conformity.
11. Assist with technical guidance on issues related to IOM staff travel, providing inputs and analysis to support decision-making.
12. Undertake other such duties as may be assigned.

Qualifications.

Education

- University degree from an accredited academic institution with experience in capacity preferred; Demonstrated ability to maintain accuracy and confidentiality in performing responsibilities with at least with 2 years of relevant professional experience.
- Completed High School degree from an accredited academic institution, with minimum 3 years of relevant professional experiences.

Experience

- Possesses managerial skills (planning, organization and reporting);
- Good communication skills;
- Ability to work effectively and harmoniously with colleagues from varied cultures and professional backgrounds;
- Ability to handle confidential matters;
- Ability to meet deadlines and work under pressure;
- Strong computer background including experience with relational database and Microsoft applications such as Excel, PowerPoint, Word, and Outlook;
- Coordinates actions with relevant IOM mission actors and uses coordination structures;
- Personal commitment, efficiency, flexibility, and initiative to achieve results.

Languages

- Fluency in English, Kurdish and Arabic are required.
- Any other language is an advantage.

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: maintain 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 1*

- Teamwork: develops and promotes effective collaboration within and across units to achieve shared goals and optimize results.
- Delivering results produces and delivers quality results in a service-oriented and timely manner; is action oriented and committed to achieving agreed outcomes.
- Managing and sharing knowledge continuously seeks to learn, share knowledge and innovate.
- Accountability: takes ownership for achieving the Organization's priorities and assumes responsibility for own action and delegated work.
- Communication: encourages and contributes to clear and open communication; explains complex matters in an informative, inspiring and motivational way.

IOM IN/234 - Policy and Procedures for Preventing and Responding to Sexual Exploitation and Abuse
IOM has a policy of zero tolerance of sexual exploitation and abuse (SEA) by IOM staff members and the employees or any other persons engaged and controlled by IOM Contractors. The staff members and all contract type holders shall protect against and prevent sexual exploitation and abuse (PSEA).

Others

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/operations-assistant>

For an application to be considered valid, IOM only accepts online profiles duly completed. Only shortlisted candidates will be contacted.

Posting period:

From 25.03.2020 to 08.04.2020