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.

1. ORGANIZATIONAL CONTEXT AND SCOPE:

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.

Context:
Under the overall supervision of the Chief of Mission and direct supervision of Head of Operations for Asia, the Operations Assistant (Team Leader), Movements is responsible for guiding a team of Operations Assistants, with the following duties and responsibilities:

2. RESPONSIBILITIES AND ACCOUNTABILITIES:

Particularly, he/she will carry out the following duties:

1. Guide a team of Movement Operations staff members as they coordinate, schedule and book travel upon receipt of a 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. Report all issues immediately to the Head of Operations for Asia. Support staff development processes such as providing training, assigning duties and giving feedback to staff members on their performance on a regular basis to ensure high quality work and the accurate completion of movements activities.
2. Guide the organization and completion of 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). Review compliance with program-specific SOPs for different migrant types and other modes of travel by air, land or sea. Assist in coordinating the distribution of travel information to internal and external stakeholders.

3. Guide Movements Operations team 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. Ensure paperwork is accurate and timely.

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 the Head of Operations for Asia, guide the Movements team members as they identify and assign escorts to accompany vulnerable individuals.

6. Coordinate team members that perform identity and document verification prior to the distribution of travel documentation to refugees, immigrants and migrants.

7. Ensure pre-departure counselling on pre-embarkation procedures and special needs during travel (such as meals, medication, wheelchairs and medical conditions) are conducted as needed. Identify beneficiary vulnerabilities and coordinate appropriate action to ensure they are addressed.

8. Under the close supervision of the Head of Operations, liaise as needed with other teams and units in IOM Thailand and with external partners such as airport and government authorities, Embassies and the United Nations High Commissioner for Refugees (UNHCR). Provide regular feedback on work being accomplished to the Head of Operations and keep supervisors immediately informed of any issues that arise.

9. Train Movements team members as needed to efficiently and effectively manage their work and conduct quality assurance.

10. 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).

11. Maintain and ensure the confidentiality and integrity of all relevant paperwork in line with standards of conduct and data protection rules. Alert the Head of Operations 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.
3. **DESI RABLE 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**
- 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 agree.
- 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.

4. **EDUCATION AND EXPERIENCE:**

- University degree in social sciences or related field. A master’s degree is preferred.
- At least two years of experience in with an international or intergovernmental organization working on issues related to migrant populations in Thailand.
- Demonstrated experience in liaising with government officials and in coordinating activities with NGOs and government partners.
- Experience in organizing and coordinating surveys, workshops and trainings.
- Capacity to work independently with minimum supervision.
- Personal commitment, efficiency, and flexibility.
- Experience in working effectively and harmoniously with colleagues from various cultures and professional backgrounds at all levels.
- Confident user of MS Officer applications.
- Good writing, communication and negotiation skills.
- Ability to drive IOM vehicle in compliance to traffic rules and regulation of Thailand is advantage.

5. **LANG UAGES**

Thorough knowledge of English. Working knowledge of Thai and Burmese is an advantage.

**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 neighboring 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 neighboring country located within commuting distance, and work permit, as applicable.

**How to apply:**

Interested candidates are invited to submit their applications along with a duly completed IOM Personal History Form to the IOM Bangkok Human Resources Unit at e-mail bkkrecruitment@iom.int by **September 3, 2019** at the latest. The form can be downloaded from [http://thailand.iom.int/sites/default/files/Recruitment/IOM%20Personal%20History%20Form%20with%20Declaration.xls](http://thailand.iom.int/sites/default/files/Recruitment/IOM%20Personal%20History%20Form%20with%20Declaration.xls) Kindly indicate the reference code **VN042/2019** followed by your full name in the subject line.

Applications should include: a) a cover letter, indicating the dates of availability; b) a curriculum vitae; c) a duly completed IOM Personal History Form (may be downloaded from [http://thailand.iom.int/](http://thailand.iom.int/));

Only shortlisted candidates will be contacted.

**Posting period:**

From 20.08.2019 to 03.09.2019