

Open to Internal and External Candidates

Position Title	: Senior Operations Assistant (Field Support) (Open for Thai Nationals Only)
Duty Station	: Mae Hong Son, Thailand
Classification	: General Service (G-6, THB 90,432.33 per month)
Type of Appointment	: One Year Fixed-Term Contract Initial 12 months with possibility of extension
Estimated Start Date	: As soon as possible
Closing Date	: 11 August 2024

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.

Under the general supervision of the Movement Operations Manager in Bangkok and the direct supervision of the National Associate Operations Officer (Field Support) in Mae Sot, the Senior Operations Assistant (Field Support) will work in coordination with the head of sub-office and is responsible for supervising movement operations activities in the field, with the following duties and responsibilities.

2. RESPONSIBILITIES AND ACCOUNTABILITIES:

- Coordinate a team or teams of up to a total of eight staff members undertaking field 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, including supporting staff development processes such as hiring, 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 field support activities.
- Coordinate the efficient and effective management of airport services, including care and verification of travel documentation; assistance with airport formalities; escorts for arriving and departing individuals; ensuring individuals with special needs or equipment receive

appropriate support; and sending notifications using relevant systems. Schedule daily work for Field Support staff, ensuring adequate coverage for all flight arrivals and departures based on advanced booking notifications (ABNs) and onward movements, and ensure staff have adequate power and IT availability to complete their work. Handle all urgent issues as they occur and process relevant financial paperwork in coordination with IOM management.

- Coordinate staff as they assist individuals at transit centers or third-party facilities throughout their stay. Coordinate with the National Associate Operations Officer to maintain an organized flow of individuals and their luggage through arrival and departure procedures at the facility; track relevant information regarding flight data and ensure team members are updated on departure times, delays and cancellations; work with staff to ensure luggage and medical checks are organized in an efficient manner; under the supervision of the National Associate Operations Officer, create the weekly shift schedule and assign tasks, ensuring coverage is adequate to maintain a safe, secure and clean environment; report regularly to management on long-stayers and other relevant issues, employing creative problem solving as needed to handle problems. In coordination with the National Associate Operations Officer handle financial paperwork.
- Coordinate timely and adequate services for meals, snacks and water for individual staying at Transit Centers, third-party facilities or during transit in airports and other locations, ensuring staff members work closely with the service provider to ensure meals are culturally appropriate and to reduce the level of waste while keeping the quality of the food at the highest standard.
- Coordinate pre-departure formalities including but not limited to counselling, travel loans, luggage, prohibited items, bag tags and clothing/shoes. Schedule and supervise daily discussions with individuals staying in facilities on cleanliness, litter and hygiene. Ensure all posters and informational messages are up-to-date and placed in visible locations.
- Provide oversight 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 management if issues arise.
- Supervise the coordination of transportation from consolidation points, transit centers and third-party facilities, including liaising with service providers, supervising staff as they ensure the identity verification, readiness and organization of individuals being transported, and preparing and supervising relevant briefings. Ensure baggage sorting, tagging and handling is done appropriately and that staff members arrange for individuals to be escorted on transportation as needed. Ensure persons with special needs are provided with appropriate services and report any issues to supervisors immediately.
- Coordinate and/or provide pre-screening, pre-departure orientation and selection mission support, medical processing support, exit permit support and/or interpretation services for individuals at the airport, in transit centers, camps, consolidation points, IOM facilities and third-party facilities or during transport by air, ground or water.
- Under the close supervision of the National Associate Operations Officer, liaise as needed with other Teams and Units in IOM Thailand and with external partners such as airport and government authorities, relevant embassies, and the United Nations High Commissioner for Refugees (UNHCR). Provide regular feedback on work being accomplished to the National Associate Operations Officer and keep supervisors immediately informed of any issues that arise.

- As needed, and under the close supervision of the National Associate Operations Officer, assist with financial activities related to movement operations, such as petty cash payments and reports.
- Train Field Support Team members as needed to manage their work, conduct quality assurance, and to monitor and guide other Field Support staff members and activities efficiently and effectively.
- Alert the National Associate Operations Officer or management of any non-compliance to SOPs or codes of conduct by IOM staff members or partners.
- Perform such other duties as may be assigned.

3. QUALIFICATIONS AND EXPERIENCE

EDUCATION

- High School degree with six years of relevant professional experience; or
- Bachelor's degree from an accredited academic institution with four years of relevant professional experience.

Accredited Universities are those listed in the [UNESCO World Higher Education Database](#).

EXPERIENCE

- Prior Movement Operations, transportation-related and/or management experience a strong advantage.

SKILLS

- Strong computer skills - Word, Excel and Internet;
- Past experience with Movement Operations-related databases and systems (including iGATOR, MiMOSA) is a distinct advantage.

4. LANGUAGES

- Fluency in Thai and English is required (oral and written).
- Working knowledge of Burmese or other languages spoken by minority groups from Myanmar is desirable.

5. DESIRABLE 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.
- Courage: demonstrates willingness to take a stand on issues of importance.
- Empathy: shows compassion for others, makes people feel safe, respected and fairly treated.

Core Competencies – behavioural indicators level 2

- Teamwork: displays a high level of cultural awareness, sensitivity to different ways of working and leverages individual strengths in order to build a better team.
- Delivering results: monitors own and others' work in a systematic and effective way, ensuring required resources and outputs.
- Managing and sharing knowledge: encourages knowledge-sharing across units/departments and ensures that knowledge is captured, recorded and disseminated appropriately.
- Accountability: plans and organizes work with a clear and deliberate focus, ensuring commitments are easily identified and progress is widely communicated.
- Communication: seeks to share information with others, with due respect for diversity and the confidentiality of specific sensitive information.

Managerial Competencies - Behavioural indicators – Level 2

- Leadership: Provides a clear sense of direction, leads by example and demonstrates the ability to carry out the Organization's vision. Assists others to realize and develop their leadership and professional potential.
- Empowering others: Creates an enabling environment where staff can contribute their best and develop their potential.
- Building Trust: Promotes shared values and creates an atmosphere of trust and honesty.
- Strategic thinking and vision: Works strategically to realize the Organization's goals and communicates a clear strategic direction.
- Humility: Leads with humility and shows openness to acknowledging own shortcomings.

How to apply:

Interested candidates are invited to submit their applications via IOM [e-Recruitment system](#) within the above said deadline referring to this advertisement. **Please attach the following documents in your application.**

- a cover letter, indicating the dates of availability;
- a curriculum vitae;
- a duly completed IOM Personal History Form which can be downloaded from <https://thailand.iom.int/sites/g/files/tmzbd11371/files/Vacancies/Form/iom-personal-history-form-270122.xls>.

Other

- Any offer made to the candidate in relation to this vacancy notice is subject to funding confirmation.
- This post is subject to local recruitment. Only those holding a valid residence and work permit for the country where this position is based will be eligible for consideration.

- Appointment will be subject to certification that the candidate is medically fit for appointment, verification of residency, visa, and authorizations by the concerned Government, where applicable. Vaccination against COVID-19 will be required for IOM personnel who are hired or otherwise engaged by IOM. As part of the mandatory medical entry on duty clearance, candidates will be requested to provide evidence of full vaccination.
- IOM does not charge a fee at any stage of its recruitment process (application, interview, processing, training or other fee). IOM does not request any information related to bank accounts.
- IOM only accepts duly completed applications submitted through the IOM online recruitment system. The online tool also allows candidates to track the status of their application.
- Only applicants who meet the above qualification will be considered.

For further information and other job postings, you are welcome to visit our website: [Careers | IOM Thailand](#).