



### Open to Internal and External Candidates

Position Title	: <b>Operations Associate (Compliance) (Open for Thai Nationals Only)</b>
Duty Station	: <b>Bangkok, Thailand</b>
Classification	: <b>General Service (G-7, THB 109,232.92 per month)</b>
Type of Appointment	: <b>One Year Fixed-Term Contract Initial 12 months with possibility of extension</b>
Estimated Start Date	: <b>As soon as possible</b>
Closing Date	: <b>9 May 2024</b>

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 Units in various IOM Country Offices, coordinated under the Resettlement and Movement Management (RMM) Division in the Department of Mobility Pathways and Inclusion 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.

#### 2. RESPONSIBILITIES AND ACCOUNTABILITIES:

- **Safeguarding Programme Integrity:** In close coordination with the Head of Regional Operations/USRAP Project Manager, the USRAP Oversight Officer and RMM HQ MEC Unit, oversee and undertake compliance activities, including monitoring of projects and evaluation, ensuring programme integrity through monitoring compliance with and implementation of programmatic and organizational policies, requirements, and guidelines in the Asia. Support and provide advice to Heads of Regional Operations to safeguard programme integrity through strengthening fraud and misconduct mitigating and preventive measures.
- **Data Collection:** In close coordination with the Head of Regional Operations/Project Manager and USRAP Oversight Officer and RMM HQ MEC Unit, oversee and assist with the design and implementation of data collection tools, including other tools and activities pertaining to implementing and monitoring compliance with relevant programme requirements and safeguarding programme integrity. Lead the management, design, and implementation of surveys and focus group discussions, observations and assessments

as required in the region, including designing and implementing interview protocols and analyzing monitoring and evaluation data; and reporting on data to relevant persons.

- **Data Quality:** Ensure high quality of data by confirming accurate collection, entering, maintaining, safeguarding and reporting of data related to the operationalization of USRAP programmatic, RMM's and organizational policies, requirements, and guidelines in the Asia.
- **Compliance Monitoring:** Lead and manage the conduct of regular compliance monitoring activities, including leading the CMS exercises, conducting regular compliance spot checks, reporting on compliance monitoring findings for evidence-based decision making and introduction of corrective measures where needed.
- **Awareness Raising:** Lead activities in the Region pertaining to increasing staff's knowledge of programmatic and organizational policies, requirements, and guidelines through regular, accurate information sharing, advising Project Managers, and answering staff questions.
- **Follow up:** In coordination with the relevant Project Managers, USRAP Oversight Officer, and RMM MEC Unit develop and implement plans to facilitate full compliance with the programmatic, RMM's and organizational policies, requirements, and guidelines and help the Head of Regional Operations/USRAP PM to address any compliance violations in the Asia.
- **Compliance Approaches:** As necessary, provide technical and administrative support to the Head of Regional Operations/USRAP Project Manager, USRAP Oversight Officer, and RMM HQ MEC Unit in identifying and adjusting approaches to compliance with programmatic and organizational policies, requirements, and guidelines the Program Integrity Guidelines requirements in the Asia.
- **Compliance Knowledge Management:** Lead and manage the organization, coordination and maintenance of detailed records of documents and activities in the Region pertaining to the compliance with the programmatic and organizational policies, requirements, and guidelines. Support regional reporting pertaining to compliance of Country and Regional Offices to USRAP Washington, D.C. and RMM HQ.
- **Confidentiality:** Maintain and promote the confidentiality and integrity of all relevant paperwork in line with standards of conduct and data protection rules. Alert the Head of regional Operations of any non-compliance to SOPs or codes of conduct by IOM staff members or partners.
- **Quality:** Facilitate observations of the movement operations activities in the regional operations, analyze and report results to the Head of Regional Operations for decision making about capacity building needs and required changes in the procedures.
- Perform other relevant duties as assigned.

### 3. QUALIFICATIONS AND EXPERIENCE

#### EDUCATION

- High School diploma with at least seven years of relevant professional experience; or
- University degree in any related field from an accredited academic institution with at least five years of relevant professional experience.

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

## EXPERIENCE

- At least 5-7 years of relevant experience (please see above) in such areas as migrant assistance, refugee resettlement, research, monitoring and evaluation, data collection and analysis, travel industry and education sector, etc.
- Prior Movement Operations experience, transportation-related and/or management experience a strong advantage.
- Experience working in a multi-cultural setting.
- Experience in developing data collection tools and collecting and analyzing data.
- Experience in compliance or related field is desirable.
- Work experience in IOM or other UN agency is a strong advantage.

## SKILLS

- Good quantitative and qualitative data analysis skills.
- Strong interpersonal and communication skills.
- Attention to detail and ability to organise.
- Self-motivated, objective driven and able to use own initiative and work under pressure with minimum supervision.
- Ability to meet deadlines.
- Computer/software literate with good knowledge in Microsoft Office.

## 4. LANGUAGES

- Fluency in Thai and English (oral and written) is required.
- Working knowledge of French and/or Spanish is an advantage.

## 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](#).