

Open to Internal and External Candidates

Position Title	: Senior Operations Assistant (Movement) <i>(Open for Thai Nationals Only)</i>
Duty Station	: Bangkok, 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	: 23 May 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. 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.

Under the general supervision of the Movement Operations Manager, and the direct supervision of National Associate Movement Operations Officer, Bangkok, the Senior Operations Assistant (Movements) is responsible for supervising movement activities, with the following duties and responsibilities.

2. RESPONSIBILITIES AND ACCOUNTABILITIES:

- Oversee up to eight staff members coordinating, scheduling and booking 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. Support 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 movements activities.

- Oversee 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).
- Ensure compliance with program-specific SOPs for different migrant types and other modes of travel by air, land or sea. Supervise the distribution of travel information to internal and external stakeholders.
- Oversee Movements 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.
- Oversee the creation of movement data files, by ABN, for all individuals in accordance with SOPs and for IOM accountability.
- In accordance with local practices and RMM guidelines and standards, and in close coordination with supervisors, oversee Movements team members as they identify and assign escorts to accompany vulnerable individuals.
- Oversee identity and document verification prior to the distribution of travel documentation to refugees, immigrants and migrants.
- Oversee pre-departure counselling on pre-embarkation procedures and special needs during travel (such as meals, medication, wheelchairs and medical conditions) as needed. Identify beneficiary vulnerabilities and coordinate appropriate action to ensure they are addressed.
- Under the close supervision of National Associate Movement Operations Officer, Bangkok, liaise as needed with other teams and units in IOM COUNTRY 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 Movement Operations Officer, Bangkok and keep supervisors immediately informed of any issues that arise.
- 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).
- Maintain and ensure the confidentiality and integrity of all relevant paperwork in line with standards of conduct and data protection rules. Alert National Associate Movement Operations Officer, Bangkok 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 diploma with at least six years of relevant working experience; or,
- Bachelor's degree in any related field from an accredited academic institution with at least four years of relevant working 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, SAR and Amadeus) is a distinct advantage.

4. LANGUAGES

- Fluency in Thai and English is required (oral and written).

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](#).