



International Organization for Migration (IOM)

The UN Migration Agency

EXTENDED VNSA2017/04

I. POSITION INFORMATION	
Position title	Operations Assistant
Position grade	G4 (as per UN salary scale Basic R 17 020.92)
Duty station	Pretoria South Africa, Country Office
Appointment Type:	One Year Fixed Term with the possibility of extension
Reporting directly to	National Officer Operations (AVRR)
Overall supervision by	Project Officer (AVRR)
Vacancy-specific information	
Estimated closing date	Open to External and Internal candidates. Internal candidates are considered as first-tier candidates
II. ORGANIZATIONAL CONTEXT AND SCOPE	
<p>Assisted Voluntary Return and Reintegration (AVRR) is one of the core areas IOM expertise, and a field in which the organization has over 35 years of experience. IOM's assistance may include counselling of voluntary returnees, acquisition of travel documents, provision of medical or other escorts, departure, transit and arrival assistance, as well as payment of reintegration support.</p> <p>Under the overall supervision of the Project Officer (AVRR) and the direct supervision of the National Operations Officer (AVRR), the successful candidate will be responsible for providing effective and efficient administrative support to Assisted Voluntary Return and Reintegration Unit at IOM Pretoria.</p>	
III. RESPONSIBILITIES AND ACCOUNTABILITIES	
<p>Core Functions / Responsibilities:</p> <ol style="list-style-type: none">1. Assist in the implementing Assisted Voluntary Return and Reintegration movements in South Africa (AVRR-ZA) in line with institutional policies and guidelines.2. Process AVRR cases, including registration of incoming cases, systematic follow-up with colleagues and relevant stakeholders on cases with incomplete information, preparing travel arrangements and reintegration support payments;3. In cooperation with the IOM Pretoria Operations team and IOM missions in Countries of Origin, arrange international travel as well as domestic transportation in South Africa and Countries of Origin;4. Keep reception centres, other relevant stakeholders in South Africa, and relevant IOM missions informed of movements, including advance notifications and departure confirmations;	

5. Respond to general written and oral enquiries from authorities and/or from AVRR clients and their representatives regarding voluntary return and reintegration from South Africa to the Country of Origin;
6. Provide general counselling on IOM's AVRR services to voluntary returnees by email, over the phone, and in person at the IOM office
7. Assist returnees in obtaining required travel documents, including but not limited to communicating with Country of Origin embassies/consular offices accredited to South Africa on the issuance of travel documents, obtaining required documents and procuring official translations;
8. Carry out any needed administrative tasks related to movement assistance, including but not limited to establishing and maintaining AVRR files and data, collecting and filing travel documents, receipts, and other supporting documentation;
9. Participate in AVRR outreach and information activities, such as briefings for reception centre staff as well AVRR presentations and counselling for reception centre clients
10. Perform such other duties as may be assigned by the National Project Officer.

IV. COMPETENCIES

The incumbent is expected to demonstrate the following technical and behavioural competencies

Behavioural

Accountability

- Accepts and gives constructive criticism
- Follows all relevant procedures, processes, and policies
- Meets deadline, cost, and quality requirements for outputs
- Monitors own work to correct errors
- Takes responsibility for meeting commitments and for any shortcomings

Client Orientation

- Identifies the immediate and peripheral clients of own work
- Establishes and maintains effective working relationships with clients
- Identifies and monitors changes in the needs of clients, including donors, governments, and project beneficiaries

Continuous Learning

- Contributes to colleagues' learning
- Demonstrates interest in improving relevant skills
- Demonstrates interest in acquiring skills relevant to other functional areas
- Keeps abreast of developments in own professional area

Communication

- Actively shares relevant information
- Clearly communicates, and listens to feedback on, changing priorities and procedures
- Writes clearly and effectively, adjusting wording to the intended audience
- Listens effectively and communicates clearly, adapting delivery to the audience

Creativity and Initiative

- Proactively develops new ways to resolve problems

Leadership and Negotiation

- Convinces others to share resources
- Presents goals as shared interests

Performance Management

- Provides constructive feedback to colleagues
- Provides fair, accurate, timely, and constructive staff evaluations
- Uses staff evaluations appropriately in recruitment and other relevant HR procedures

Planning and Organizing

- Sets clear and achievable goals consistent with agreed priorities for self and others
- Identifies priority activities and assignments for self and others
- Organizes and documents work to allow for planned and unplanned handovers
- Identifies risks and makes contingency plans

Professionalism

- Masters subject matter related to responsibilities
- Identifies issues, opportunities, and risks central to responsibilities
- Incorporates gender-related needs, perspectives, and concerns, and promotes equal gender participation
- Persistent, calm, and polite in the face of challenges and stress
- Treats all colleagues with respect and dignity
- Works effectively with people from different cultures by adapting to relevant cultural contexts
- Knowledgeable about and promotes IOM core mandate and migration solutions

Teamwork

- Actively contributes to an effective, collegial, and agreeable team environment
- Contributes to, and follows team objectives
- Gives credit where credit is due
- Seeks input and feedback from others
- Delegates tasks and responsibilities as appropriate
- Actively supports and implements final group decisions
- Takes joint responsibility for team's work

Technological Awareness

- Learns about developments in available technology
- Proactively identifies and advocates for cost-efficient technology solutions
- Understands applicability and limitation of technology and seeks to apply it to appropriate work

Technical

Delivers on set objectives in hardship situations. Effectively coordinates actions with other implementing partners.

V. REQUIRED QUALIFICATIONS AND EXPERIENCE

Education:

- High School Degree/Certificate with four years of experience relating to AVRR or Bachelors or Equivalent or Higher in fields relating to AVRR (e.g. social work, political/social science, migration issues)with two years of relevant professional experience

Experience:

- Experience in the area of migration, refugees and reintegration of migrants and liaising with governmental and diplomatic authorities as well as international institutions and NGOs;
- Working or having worked in international contexts is an advantage.
- Strong analytical, organizational and reporting skills.
- Good knowledge of MS Office Application (Word, Excel, Outlook)

VI. LANGUAGES

Required

English	Fluent
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Advantageous

METHOD OF APPLICATION

Method of application:

Candidates who applied earlier do not need to reapply. For the purpose of the vacancy, internal candidates are considered as first- tier candidates.

If you are qualified for this position please email the following to pretoriacvs@iom.int under the **REFERENCE: Extended VNSA2017/04** in the subject line of your email:

- a. COVER LETTER MOTIVATING YOUR APPLICATION
- b. DETAILED CV
- c. COPY OF ID
- d. **IOM PERSONNEL HISTORY FORM**

Kindly quote the **REFERENCE- Extended VNSA2017/04** in the subject line of your application. We will not be able to track your applications without the reference code provided.

Incomplete applications will be rejected. Only shortlisted candidates will be notified.

Please send your CV's by 30th November 2017

ENQUIRIES IN RESPECT TO THE JOB DESCRIPTION AND APPLICATION MAY BE DIRECTED TO THE SAME EMAIL ADDRESS.