



Open to internal and external candidates

**TERMS OF REFERENCE**

|                      |   |                                    |
|----------------------|---|------------------------------------|
| Position Title       | : | <b>Operations Assistant</b>        |
| Duty Station         | : | <b>São Paulo, Brazil</b>           |
| Classification       | : | <b>National Staff</b>              |
| Type of Appointment  | : | <b>Special Short-Term Ungraded</b> |
| Estimated Start Date | : | <b>As soon as possible</b>         |
| <br>                 |   |                                    |
| Closing Date         | : | <b>06 June 2024</b>                |

Established in 1951, IOM is the leading inter-governmental organization in the field of migration and works closely with governmental, inter-governmental and non-governmental partners. With 175 member states, a further 8 states holding observer status and offices in over 100 countries, IOM, the UN Migration Agency, 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. Brazil is a Member State of IOM since 2004.

***Context***

Since the creation 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 Operations Coordinator and the Operations Assistant (Team Leader), the Operations Assistant (Field Support), is responsible for the following duties and responsibilities:

***Responsibilities and Accountabilities***

1. Support IOM movement operations undertaking field support activities in an assigned area or areas, such as at an airport, transit center, third-party facility, shelter or sub-office, in relation to transportation.

2. Perform airport services, such as providing custodial care of travel documentation; verifying identities and documentation, including exit permissions, visas, tickets and other items in the travel bag; assisting with airport formalities, including flight arrivals, curbside assistance, check-in, luggage formalities, immigration procedures, security screening systems and customs clearance; escorting arriving individuals to ground transportation and departing individuals to their gates; visually confirming flights have departed; ensuring individuals with special needs or equipment receive appropriate support; and, as needed, sending notifications using relevant systems.
3. Assist individuals at airports, transit centers or third-party facilities upon arrival with sign-in, verification of identity, orientation, food and non-food items and room assignments; during their stay, with food and non-food items, instructions, briefings, activities, and resolution of issues; and upon departure, return travel or onward travel, with briefings, luggage support and transition to transportation. Enter and update relevant data in the appropriate systems and ensure vulnerable individuals are assisted in a manner that ensures their safety, security, and comfort; report all issues immediately to the appropriate supervisor(s).
4. Assist at airports, 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 supervisors if issues arise.
5. Assist in the coordination of transportation from consolidation points, transit centers and third-party facilities, including liaising with service providers, ensuring the identity verification, readiness and organization of individuals being transported, and providing relevant briefings. Assist with baggage sorting, tagging, and handling and escort individuals on transportation as needed. Ensure individuals with special needs are provided with appropriate services and report any issues to supervisors immediately.
6. Provide interpretation services support for individuals at airports, transit centers, shelters, and third-party facilities or during transportation by air, ground, or water.
7. Provide regular feedback on work being accomplished to the Operations Assistant (Team Leader) and Operations Coordinator and team members and keep supervisors immediately informed of any issues requiring their attention.
8. Maintain and ensure the confidentiality and integrity of all relevant paperwork in line with standards of conduct and data protection rules. Alert the Operations Assistant (Team Leader), the Operations Coordinator or management of any non-compliance to SOPs or codes of conduct by IOM staff members or partners.



9. Process, keep track and document project-related payments, procurement processes, agreements, contracts, and other administrative and logistical routines related to Movement Operations.
10. Perform other duties as may be assigned.

### ***Required Qualifications and Experience***

#### **EDUCATION**

- High school diploma with four years of relevant work experience, or;
- Bachelor's degree with two years of relevant work experience.

#### **EXPERIENCE**

- Prior Movement Operations or transportation experience is a strong advantage.
- Prior experience with assisting vulnerable migrants is a strong advantage.

### ***Languages***

IOM's official languages are English, French, and Spanish.

#### **REQUIRED**

For this position, fluency in Portuguese and English is required (oral and written).

#### **DESIRABLE**

Advance knowledge of Spanish is an advantage.

### ***Competencies***

The incumbent is expected to demonstrate the following values and competencies:

**VALUES** – All IOM staff members must abide by and demonstrate these five values:

**Inclusion and respect for diversity:** Respects and promotes individual and cultural differences. Encourages diversity and inclusion.

**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 – Behavioral indicators (level 2)**

**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 agreed outcomes.

**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 actions and delegated work.

**Communication:** Encourages and contributes to clear and open communication. Explains complex matters in an informative, inspiring and motivational way.



### ***Notes***

The appointment is subject to funding confirmation.

Appointment will be subject to certification that the candidate is medically fit for appointment, accreditation, any residency or visa requirements, and security clearances.

### ***How to apply***

Interested candidates should send Curriculum Vitae and Cover Letter in English only in pdf format to [iombrazil@iom.int](mailto:iombrazil@iom.int), until 06 June 2024, stating in the subject field OPS ASSISTANT – SP.

Only shortlisted candidates will be contacted.

### ***Posting period***

From 23.May.2024 to 06.Jun.2024.