



## SVN NO10/2024/006

Position Title : **Operations Assistant**  
Duty Station : **Oslo, Norway**  
Classification : **General Service Staff, Grade 3**  
Type of Appointment : **Special Short Term Graded (SST Graded), until 31 December 2024, with possibility of extension**  
Estimated Start Date : **As soon as possible**  
Closing Date : **24 April 2024**

*Established in 1951, IOM is a Related Organization of the United Nations, and as the leading UN agency in the field of migration, 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.*

IOM is committed to a diverse and inclusive environment. Internal and external candidates are eligible to apply to this vacancy. For the purpose of the vacancy, internal candidates are considered as first-tier candidates.

### **Context:**

Established in 1951, IOM is a Related Organization of the United Nations, and as the leading UN agency in the field of migration, works closely with governmental, intergovernmental, and nongovernmental partners. IOM is dedicated to promoting humane and orderly migration for the benefit of all.

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 overall supervision of the Chief of Mission, and the direct supervision of Programme Coordinator, the Operations Assistant is responsible for the following duties and responsibilities in IOM Norway:

### **Core Functions / Responsibilities:**

1. Assist to 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; monitoring that individuals with special needs or equipment receive appropriate support; and, as needed, sending notifications using relevant systems.

2. Assist in the organization of transportation from consolidation points, third-party facilities, including liaising with service providers, following up on 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. Verify that individuals with special needs are provided with appropriate services and report any issues to supervisors immediately.
3. Notify the supervisor regularly on work being accomplished and keep them immediately informed of any issues requiring their attention.
4. Maintain and ensure the confidentiality and integrity of all relevant paperwork in line with standards of conduct and data protection rules; alert the management of any non-compliance to SOPs or codes of conduct by IOM staff members or partners.
5. Assist to administer tasks related to movement assistance, including but not limited to collecting and filing receipts and other supporting documentation.
6. Support the supervisor with inputs related to any donor reporting or similar reports.
7. Perform such other duties as may be assigned.

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

### ***Education***

- University Degree in Political Science, Migration Studies, International Relations or a related field from an accredited academic institution with one year of relevant work experience, or;
- High school Diploma with three years of relevant work experience.

### ***Experience and skills***

- Prior Movement Operations or transportation experience is a strong advantage;
- Strong interpersonal and communication skills;
- Good knowledge of Word, Excel and the internet is a strong advantage;
- Ability to work effectively and harmoniously in a team of colleagues of varied cultural and professional backgrounds.

### ***Languages***

For all applicants, fluency in English is required (oral and written).  
Working knowledge of Norwegian and/or other language is an advantage.

### ***Required Competencies***

IOM's competency framework can be found at this [link](#).

### ***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***

- 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 action and delegated work.
- Communication: encourages and contributes to clear and open communication; explains complex matters in an informative, inspiring and motivational way.

### ***Other***

IOM is committed to a diverse and inclusive environment.

Any offer made to the candidate in relation to this vacancy notice is subject to funding confirmation.

Appointment will be subject to certification that the candidate is medically fit for appointment and verification of residency, visa and authorizations by the concerned Government, where applicable.

This post is subject to local recruitment. Only persons holding a valid residence and work permit for Norway will be eligible for consideration.

As part of the mandatory medical entry on duty clearance, candidates will be requested to provide evidence of vaccination against COVID-19.

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

Interested candidates are invited to submit their applications to [iomoslohr@iom.int](mailto:iomoslohr@iom.int) by **24<sup>th</sup> April 2024 23:59** (Oslo time), referring to this advertisement in the subject line (SVN NO10/2024/006) and including the following documents in English:

- a) CV
- b) Cover Letter

In order for an application to be considered valid, IOM only accepts applications duly completed.

IOM reserves the right to contact shortlisted candidates only.

### ***Posting period:***

From 11 April 2024 to 24 April 2024