



International Organization for Migration (IOM)  
The UN Migration Agency

## POSITION DESCRIPTION

I. POSITION INFORMATION	
Position title	Operations Associate (Data Processing)
Position grade	G.7
Duty station	San Salvador, EL SALVADOR
Position number	--
Job family	Operations
Organizational unit	Movement Operations
Is this a Regional, HQ, MAC, PAC, Liaison Office or Country Office based position?	Country Office
Appointment type	OYFT
Position rated on	31 January 2023
Reports directly to	Marilia Wickert, Movement Operations Manager
Number of Direct Reports	Up to 8 (see RMM Job Architecture Guidelines for more information)
VACANCY-SPECIFIC INFORMATION	
Estimated closing date	2 weeks
Estimated start date	ASAP
Posting channel	First and Second-Tier Candidates
Complete WBS (up to the 5th level)	RE.0464.SV10.11.02.001 (93%) RE.0432.SV10.11.02.001 (7%)
II. ORGANIZATIONAL CONTEXT AND SCOPE	
<p>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 departments in various IOM Country Offices, 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.</p> <p>Under the overall supervision of the Head of Operations and the direct supervision of Movement Operations Manager, the Operations Associate (Data Processing), is responsible for undertaking data processing activities, with the following duties and responsibilities:</p>	
III. RESPONSIBILITIES AND ACCOUNTABILITIES	
<ol style="list-style-type: none"> <li>1. Oversee team leader-headed teams of up to a total of 16 staff members recording demographic and biographic information in MiMOSA upon receipt</li> </ol>	

of the request for travel and confirming receipt to third parties, such as an embassy or Resettlement Support Center (RSC). 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 data processing activities.

2. Oversee Data Processing team members as they manage, secure, and account for travel documents in accordance with the local Standard Operating Procedures (SOPs). Ensure team members are undertaking secure storage of documentation and data in accordance with IOM principles and guidelines and that all the necessary measures to guarantee limited access to physical files are taken.
3. Oversee Data Processing team members in processing exit permits and travel documents in close coordination with supervisors and other IOM colleagues; this may include direct communication with beneficiaries in relation to required documentation in accordance with SOPs.
4. Ensure staff members prepare all travel documentation required for the exit process and submit to relevant authorities for approval, following up on exit permit requests and clearances in a timely manner.
5. Oversee the issuance and timely dispatch of travel documents with Operations colleagues, from booking notifications to logistical assistance, with exit processes closely coordinated.
6. Oversee the preparation of all travel-ready documentation for transfer to Field Support colleagues in collaboration and coordination with supervisors while ensuring the travel bag has all necessary documentation to depart the country.
7. Oversee the preparation of reports on the receipt of documentation to time of service delivery; inform management of possible issues which need attention and suggest corrective actions. Report to management any problems encountered like denials of exit permits, reasons for such denials and possible solutions.
8. Oversee the preparation of regular data mining reports in order to ensure that MiMOSA is up-to-date, accurate and maintains the integrity of relevant Movement Operations projects.
9. Liaise as needed with other teams and units in IOM El Salvador and the region 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 Movement Operations Manager and keep supervisors immediately informed of any issues that arise.
10. Train Data Processing team members as needed to manage their work, conduct quality assurance, and to monitor and guide other staff members and activities efficiently and effectively.
11. Demonstrate an in-depth understanding of relevant Movement Operations SOPs and Movements-related systems and databases, 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.)
12. Maintain and ensure the confidentiality and integrity of all relevant paperwork in line with standards of conduct and data protection rules. Alert Movement Operations Manager or management of any non-compliance to SOPs or codes of conduct by IOM staff members or partners.
13. Perform such other duties as may be assigned.

#### **IV. REQUIRED QUALIFICATIONS AND EXPERIENCE**

EDUCATION	
<ul style="list-style-type: none"> <li>Seven years of working experience with secondary [high school] education; or,</li> <li>Five years of working experience with Bachelor's degree.</li> </ul>	
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.	
V. LANGUAGES	
Required (specify the required knowledge)	Advantageous
For this position, fluency in English is required (oral and written).	Working knowledge of French and/or Spanish is an advantage.
VI. COMPETENCIES <sup>1</sup>	
<p>The successful candidate is expected to demonstrate the following values and competencies:</p> <p><b>Values</b></p> <ul style="list-style-type: none"> <li><u>Inclusion and respect for diversity</u>: respects and promotes individual and cultural differences; encourages diversity and inclusion wherever possible.</li> <li><u>Integrity and transparency</u>: maintains high ethical standards and acts in a manner consistent with organizational principles/rules and standards of conduct.</li> <li><u>Professionalism</u>: demonstrates ability to work in a composed, competent and committed manner and exercises careful judgment in meeting day-to-day challenges.</li> </ul> <p><b>Core Competencies</b> – behavioural indicators <i>level 2</i></p> <ul style="list-style-type: none"> <li><u>Teamwork</u>: develops and promotes effective collaboration within and across units to achieve shared goals and optimize results.</li> <li><u>Delivering results</u>: produces and delivers quality results in a service-oriented and timely manner; is action oriented and committed to achieving agreed outcomes.</li> <li><u>Managing and sharing knowledge</u>: continuously seeks to learn, share knowledge and innovate.</li> <li><u>Accountability</u>: takes ownership for achieving the Organization's priorities and assumes responsibility for own action and delegated work.</li> </ul>	

<sup>1</sup> Competencies and respective levels should be drawn from the Competency Framework of the Organization.

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

**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 potential.
- Empowering others & building trust: creates an atmosphere of trust and an enabling environment where staff can contribute their best and develop their potential.
- Strategic thinking and vision: works strategically to realize the Organization's goals and communicates a clear strategic direction.

**Notes**

Internals of the Organization and NMS candidates, as well as external female candidates, will be considered as first-tier candidates. This vacancy is also open to second-tier candidates.

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.