



SPECIAL VACANCY NOTICE (SVN)

Open to Internal and External Candidates

Position Title : **Operations Assistant (2 positions)**
Duty Station : **Floriana, Malta**
Classification : **General Service Staff, Grade G4**
Type of Appointment : **Special Short-Term, graded contract, until 31.05.2024**
Estimated Start Date : **As soon as possible**
Closing Date : **January 22, 2024**
Reference code : **SVN 2024 02 REV**

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:

Under the general supervision of the Director, Coordination Office for the Mediterranean, Chief of Mission in Italy and Malta and Representative to the Holy See, and the direct supervision of the Project Manager, the incumbent will perform the duties listed below as Operations Assistant within the Assisted Movements (Resettlement, Relocation) and Integration Department.

Core Functions / Responsibilities:

- Meet the asylum seekers and assist them through the departure and check-in procedures, at the Border Police checkpoints, taking care of all the accompanying documentation, in close coordination with the rest of the Relocation/Resettlement Teams;
- Give pre-departure information sessions together with cultural mediators and organize capacity building for cultural mediators;
- Deal with possible unforeseen events (i.e. no-shows, flight delays, cancellation, etc.) in an efficient, timely manner, seeking possible solutions/alternatives in close cooperation with the relevant colleagues;

- Organize all necessary internal movements to ensure asylum seekers/relocation beneficiaries have access to pre-departure activities, including health assessments for relocation/resettlement;
- Coordinate with protection assistant on any vulnerable cases that would require special assistance;
- Aid the protection team in counter trafficking initiatives, such as preparation of consultations, training sessions to external stakeholders and general support for projects;
- Timely input in the dedicated project's database all data pertaining to movement related activities; this will involve use of MiMOSA;
- Assist the Administration and Finance Unit in all aspects related to procurement, payments and liaising with suppliers;
- Assist IOM staff travelling on duty in the procurement of tickets and compilation of necessary documentation pre and post travel;
- Escort relocating groups to countries of relocation when necessary;
- Perform any other duty as it may be required.

Required Qualifications and Experience:

Education

- University degree with two years of experience or;
- High school diploma and at least four years of relevant experience.

Experience

- Experience in the usage of office software packages (MS Word, Excel, etc.) and knowledge of spreadsheet and data analysis; and,
- Experience in offering direct assistance and counselling to migrant communities in Malta, especially vulnerable groups;
- Familiar with direct assistance of migrants as well as liaison with service providers, Airport staff, and Border Police.

Skills

- Use of MiMOSA and other IOM internal systems;
- Interpersonal skills;
- Intercultural communication skills;
- Excellent organisational skills;
- Migration realities in the Mediterranean.

Languages

- Fluency in English is required (oral and written);
- Knowledge of French, Arabic, Maltese is an asset.

Required 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 1*

- 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.

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

Competencies will be assessed during a competency-based interview.

Other:

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



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

How to apply:

Interested candidates are invited to submit their applications to applicationsiomitaly@iom.int by 22 January 2024 at 23:59 (CET - Rome time), including the following documents:

- a) CV or PHF
- b) Cover Letter
- c) Questionnaire on Mandatory Requirements (Page 5)

The reference code **SVN 2024 02 Operations Assistant_SURNAME Name** must be clearly indicated in the e-mail subject otherwise the application will not be correctly routed.

Candidates who do not possess the above requested qualifications will not be taken into consideration.

Only shortlisted candidates will be contacted for an interview, soon after the closing of the Vacancy.

Posting period: From 08.01.2024 to 22.01.2024.



Questionnaire on Mandatory Requirements for Local Recruitment in Floriana, Malta
SVN 2024 02 Operations Assistant, Coordination Office for the Mediterranean
Liaison Mission for Italy, Malta and the Holy See

Education

Tick as appropriate depending on what you have:

University Degree with two years of experience or; yes ☐ no ☐

High school diploma and at least four years of relevant experience. yes ☐ no ☐

Language

English (fluency, oral and written); yes ☐ no ☐

Knowledge of French, Arabic, Maltese is an asset. yes ☐ no ☐

Experience

Experience in the usage of office software packages (MS Word, Excel, etc.) and knowledge of spreadsheet and data analysis; and, ; yes ☐ no ☐

Experience in offering direct assistance and counselling to migrant communities in Malta, especially vulnerable groups; yes ☐ no ☐

Familiar with direct assistance of migrants as well as liaison with service providers, Airport staff, and Border Police. yes ☐ no ☐

Other

Are you currently holding a valid residence and work permit for Italy? yes ☐ no ☐
(EU nationals, please mark 'yes'; non-EU nationals, please mark as appropriate)

I declare that the information entered within this mandatory questionnaire is true. By signing this questionnaire, I am aware that in case of false declaration my application will be disqualified.

Date:

Name:

Signature: