



International Organization for Migration (IOM)  
The UN Migration Agency

## SVN CZ 2022-04

Position Title : **Operations Assistant**  
Duty Station : **Prague, Czechia**  
Classification : *General Service staff, Grade 4*  
Type of Appointment : *Special Short-Term, 7 months (until Dec 31, 2022), full-time*  
Estimated Start Date : **As soon as possible**

Closing Date : **May 30, 2022**

*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. Applications from qualified female candidates are especially encouraged. For the purpose of the vacancy, the following candidates are considered as first-tier candidates:

1. Internal candidates
2. Qualified applicants from the following non-represented member states:

*Antigua and Barbuda; Aruba (Netherlands); Botswana; Cabo Verde; Comoros; Congo (the); Cook Islands; Cuba; Curaçao; Fiji; Grenada; Guinea-Bissau; Guyana; Holy See; Iceland; Kingdom of Eswatini; Kiribati; Lao People's Democratic Republic (the); Latvia; Libya; Madagascar; Marshall Islands; Micronesia (Federated States of); Montenegro; Namibia; Nauru; Palau; Saint Kitts and Nevis; Saint Lucia; Saint Vincent and the Grenadines; Samoa; Sao Tome and Principe; Seychelles; Solomon Islands; Suriname; The Bahamas; Timor-Leste; Tonga; Tuvalu; Vanuatu*

### **Context:**

Under the direct supervision of the Head of Office (HoO) and in coordination with the Senior Operations Assistant (SOP), the incumbent will perform the following duties and responsibilities under the framework of the Czech AMIF Program on AVRR.

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

1. Under the framework of the Czech AMIF Program on AVRR reviews and processes applications for AVRR and 3rd country migration; to this effect obtains necessary information and/or documents from applying entities or migrants; conducts in-person interviews with program beneficiaries;
2. Checks if applicants have already received benefits through the program in the past, ascertains the case-related medical clearance; coordinates with the police and/or airport services for any special pre-departure arrangements; compiles and maintains case files according to the rules and regulations of the program;
3. Provides specific information on bookings and special arrangements e.g. escorts or medical clearances, to AVRR applicants and/or applying entities; obtains and processes flight bookings or ground transportation, checks and verifies best routings and fares, obtains up-to-date information regarding travel documents, transit requirements en-route and exit/entry regulations;
4. Generates and verifies confirmations of AVRR and Reintegration, including additional financial assistance in the IOM computer system MiMOSA and forwards these to the respective applying entity;
5. Coordinates any requirements for special vulnerable migrants (victims of trafficking, unaccompanied minors, necessary medical assistance to individual returnees en-route to and upon arrival in the country of destination);
6. Initiates and, if necessary, coordinates with other IOM Missions on special operational requirements including reintegration assistance in the country of destination and follows the guidelines to ensure a smooth AVRR and/or 3rd country migration to specific countries.
7. Provides general guidance on AVRR procedures and requirements to applying Social Welfare and local entities, foreigner's offices, NGOs and/or potential migrants;
8. Verifies payment of airline invoices and forwards them to Finance department for further processing, clarifies with Finance any invoicing related queries;
9. Provides direct assistance and accompaniment at the airport, when necessary;
10. Verifies and checks additional costs due to cancellations, no-shows, re-bookings before forwarding to the Finance department and liaisons/coordinates possible action with applying entities if necessary;
11. Monitors and evaluates on regular basis the status all the AVRR cases;
12. Perform other duties as may be assigned.

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

### **Education**

- Bachelor's degree in Public Administration, Political or Social Sciences or a related field from an accredited academic institution with 2 years of relevant professional experience; or,
- Completed secondary/high school education with 4 years of relevant professional experience.

### **Experience**

- Minimum 2 years' experience in direct assistance, or another relevant areas.
- Experience in liaising with governmental authorities, other national/international institutions, or, NGOs,
- Experience of regional issues in migration a distinct advantage.

### **Languages**

Fluency in both English and Czech is required. Additional knowledge of Russian and/or South-Eastern European and/or Central Asian language will be considered as advantage.

## ***Required 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.

### **Core Competencies – behavioural 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 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](#).

### ***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, accreditation, any residency or visa requirements, and security clearances.

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

Interested candidates are invited to submit their applications in English – Personal History Form or CV and Cover Letter to [asiroky@iom.int](mailto:asiroky@iom.int) by May 30, 2022; 23:59 at the latest. In the email, please include “**SVN 2022-04 Operations Assistant**“ in the subject line.

**Only shortlisted candidates will be contacted.**

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

16<sup>th</sup> to 30<sup>th</sup> May 2022