



## SVN 2024-09

### Open to Internal and External Candidates

Position Title : **Operations Assistant**  
Duty Station : **Brussels, Belgium (Country Office)**  
Classification : **General Service Staff, Grade G3**  
Type of Appointment : **Special Short Term until 31 December 2024, with possibility of extension**  
Estimated Start Date : **1 May 2024**  
Closing Date : **April 8, 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**

Under the direct supervision of the RMM Senior Associate and under the guidance of the Head of Unit for Migrant Protection and Assistance (MPA) in the Country Office for Belgium and Luxembourg, the incumbent will assist the MPA team in the implementation of movement related activities and provide airport assistance to departing, arriving and transiting migrants.

### **Core Functions / Responsibilities**

#### **ASSIST WITH THE IMPLEMENTATION OF PROJECTS**

In particular, the incumbent will:

1. Assist IOM assisted migrants with the departure formalities at the airport (both at Brussels airport as at Brussels South airport): check-in, security check, border control and boarding;
2. Meet and assist IOM assisted migrants at the bus meeting point and assist with their departure;

3. Pay reinstallation grants, excess luggage, costs related to travel documents and transportation costs according to the project's criteria whenever necessary and as instructed;
4. Provide arrival assistance at Brussels airport to IOM assisted passengers: border control, luggage collection, customs and transportation until final destination if needed;
5. Provide transit assistance at Brussels airport to all migrants transiting under IOM's auspices, including providing meals and drinks;
6. Prepare, encode and follow up of new Assisted Voluntary Return and Reintegration (AVRR) applications in the appropriate database and ensure file dissemination among the case workers;
7. Support the coordination between the case workers and the airport assistants through administrative follow up;
8. Provide general administrative assistance in the implementation of MPA projects such as the Assisted Voluntary Return and Reintegration and Resettlement projects;
9. Go, upon request, on duty errands to the bank, post office, embassies, etc.;
10. Drive office vehicles for the transportation of IOM visitors.

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

#### **Education**

- Bachelor's degree (or higher) in Business/Office administration or related field from an accredited academic institution with 1 year of relevant professional experience.

OR

- Completed High School degree with 3 years of relevant professional experience.

#### **Experience and Skills**

- Working experience at Brussels Airport and/or airline industry is an asset;
- Operational experience in direct support to migrants is an asset;
- Knowledge of Amadeus Central Reservation System is an asset;
- Strong organizational and solution-oriented skills;
- Strong communication and diplomatic skills, applied in a professional environment;

#### **Languages**

Fluency in English and working knowledge of French and Dutch is required.

### ***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.
- 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.

**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 vaccination against COVID-19.

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

**How to apply**

Interested candidates are invited to submit their applications to [iombrusselscoapplications@iom.int](mailto:iombrusselscoapplications@iom.int) by **08 April 2024 23:59** (CET - Brussels time), referring to this advertisement in the subject line (*SVN 2024-09 Operations Assistant*) and including the following documents:

- a) CV
- b) Cover Letter
- c) Questionnaire on Mandatory Requirements (Page 4)

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 25.03.2024 to 08.04.2024



**Questionnaire on Mandatory Requirements for Local Recruitment in Brussels, Belgium**

**SVN 2024-09 Operations Assistant G3, CO Brussels**

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**Education and Experience**

High School Diploma yes  no

Bachelor's degree (or higher) in Business/Office administration or related field from an accredited academic institution yes  no

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**Experience**

Years of professional experience directly related to the core functions and responsibilities:

- less than 1 year
- from 1 to 3 years
- 3 years and above

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**Language**

English (fluency) yes  no

French (working knowledge) yes  no

Dutch (working knowledge) yes  no

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**Professional Work Experience**

Working experience at Brussels Airport and/or airline industry yes  no

Operational experience in direct support to migrants yes  no

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**Other**

Are you currently holding a valid residence and work permit for Belgium? yes  no   
*(EU nationals, please mark 'yes'; non-EU nationals, please mark Yes/No as appropriate)*

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Date:

Name:

Signature: