



## **SPECIAL VACANCY NOTICE (SVN)**

### **Open to Internal and External Candidates**

Position Title : **Project Operations Clerk**  
Duty Station : **Rome, Italy**  
Classification : **General Service Staff, Grade G3**  
Type of Appointment : **Special Short-Term, graded contract, until 30.09.2024**  
Estimated Start Date : **01 April 2024**  
Closing Date : **March 11, 2024**  
Reference code : **SVN 2024 07**

*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 overall supervision of the Director, Coordination Office for the Mediterranean, Chief of Mission in Italy and Malta, and the direct supervision of the Project Manager and, in close coordination with the staff of the Facilitated Migration and Vulnerable Groups Unit, the successful candidate will be responsible and accountable for the tasks specified below.

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

- Meet the beneficiaries entering Italy at the Rome FCO airport or other identified airports and assist them through the arrival and check-in procedures, at the Border Police checkpoints, taking care of all the accompanying documentation, in close coordination with the rest of the Team;
- Facilitate safe departure of all beneficiaries destined to other countries from Italy, taking care of transfer arrangements, including ground transportation, as necessary, as well as of all formalities at border points;

- Report immediately any unforeseen events (i.e. no-shows, flight delays, cancellation, etc.) and help solve them in efficient, timely manner, seeking possible solutions/alternatives in close cooperation with the relevant colleagues;
- Assist in identifying best possible routings and surface transportation providers necessary for the smooth implementation of projects related activities, including by supporting all procurement procedures;
- Assist in identifying best possible accommodation options for migrants in need of such a support in conjunction with their internal or international transfers;
- Timely input in the dedicated project's database all data pertaining to movement related activities; this will involve constant use of MiMOSA;
- Assist the project manager in coordinating with the IOM Rome Administration and Finance Unit all aspects related to payments, invoices, reimbursement of different carriers;
- Assist in inputting movements in the I-GATOR system, for financial monitoring purposes;
- Perform other related duties as assigned.

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

#### **Education**

- High school diploma with one year of experience in the field of travel agencies and airlines or humanitarian assistance.

#### **Experience**

- Experience in working in an office environment performing back-office tasks;
- Prior work experience entailing direct contacts with migrants or clients.

#### **Skills**

- Knowledge and use of Excel and/or other database;
- Knowledge of administrative processes.

#### **Languages**

- Fluency in Italian and English is required (oral and written);
- Working knowledge of French and Spanish.



## ***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](mailto:applicationsiomitaly@iom.int) by 11 March 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 above three documents are mandatory and incomplete applications will be disqualified.

The reference code **SVN 2024 07 Project Operations Clerk\_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 26.02.2024 to 11.03.2024.



**Questionnaire on Mandatory Requirements for Local Recruitment in Rome, Italy**  
**SVN 2024 07 Project Operations Clerk, Coordination Office for the Mediterranean**  
**Liaison Mission for Italy, Malta and the Holy See**

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**Education**

High School Diploma with one year of experience in the field of travel agencies and airlines or humanitarian assistance. yes ☐ no ☐

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**Language**

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

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

Working knowledge of French; yes ☐ no ☐

Working knowledge of Spanish. yes ☐ no ☐

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**Experience and skills**

Experience in working in an office environment performing back-office tasks; yes ☐ no ☐

Prior work experience entailing direct contacts with migrants or clients. yes ☐ no ☐

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**Other**

Are you currently holding a valid residency in Italy? yes ☐ no ☐

or

Are you currently holding a valid permit of stay in Italy for work reasons? yes ☐ no ☐

***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.***

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Date:

Name:

Signature: