



IOM International Organization for Migration

SHORT VACANCY NOTICE

Open to Internal & External Candidates

Position : **Operations Assistant (HH)**
Organizational Unit : **Humanitarian Hub**
Duty Station : **Maiduguri**
IOM Classification : **G5**
Type of Appointment : **Special Short Term (SST) 6 months with possibility of extension**
SVN No. : **SVN2018/106**
Estimated Start Date : **As soon as possible**
Closing Date : **11th November, 2018**

Established in 1951, IOM is the leading inter-governmental organization in the field of migration and 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 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 Humanitarian Hubs Project Coordinator and direct supervision of the Humanitarian Hubs Operations Officer, the successful candidate will be responsible for assisting the Humanitarian Hubs Operations Officer run the day to day activities of the humanitarian hubs

Core Functions / Responsibilities:

1. Coordinates the operations activities of Red Roof and the field hubs, ensuring that all the hubs provide services to the humanitarian workers the hubs accommodate according to the acceptable quality standards set by the project.
2. Ensures that Red Roof and all the field hubs receive in a timely manner, the supplies they need to operate the hubs.
3. Coordinates with support units like procurement unit and finance unit to ensure that the goods and services needed by Red Roof and the field hubs are delivered on time according to the quality and timeliness required by the project.
4. Collects and organizes weekly operational reports from Red Roof and the field hubs and submit them to the Project Coordinator in a timely manner.
5. Ensures that bookings are properly addressed, check-in and check-out data properly recorded.
6. Provide customer service to guests, ensuring that their needs are served.
7. Collect customer service information and determine guest satisfaction.
8. Resolve customer complaints and issues.
9. Maintains the cleanliness and neatness of the reception area.
10. Perform such other duties as may be required;

Required Qualifications and Experience

- Completed Diploma /university degree from an accredited academic institution.
- At least three years relevant professional experience in hospitality or related field.
- Previous experience in similar capacity;
- Understanding of the importance of health and hygiene
- Proactive
- A great team player
- Fast Learner.

Languages

Fluency in **English** and **Hausa/Kanuri**

Required Competencies

The incumbent is expected to demonstrate the following 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 */eve/ 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.

Only candidates residing in the country of the duty station within commuting distance of the duty station will be considered.

Appointment will be subject to certification that the candidate is medically fit for appointment, accreditation, any residency or visa requirements, and security clearances.

Women with the above qualifications are encouraged to apply.

How to apply:

Interested candidates are invited to submit their applications via email to **HRNIGERIA@iom.int** indicating position applied on subject line by **Sunday 11th November 2018**

In order for the applications to be considered valid, IOM only accepts applications with a cover letter not more than one page specifying the motivation for application, addressed to **Human Resources, International Organization for Migration (IOM)** and with a subject line **SVN2018.106 Maiduguri. Operations Assistant (HH) G5**

All applications should include a functional email address, mobile numbers and detailed curriculum vitae (CV).

Please note that this position is open only to Nigerian National applicants and only shortlisted candidates will be contacted.

Posting period:

From 29.10.2018 to 11.11.2018