



IOM International Organization for Migration

SHORT VACANCY NOTICE

Open to Internal & External Candidates

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| Position | : Operations Assistant (Housekeeping) |
| Organizational Unit | : Humanitarian Hub |
| Duty Station | : Maiduguri |
| IOM Classification | : G4 |
| Type of Appointment | : Special Short-Term (SST) 6 months with possibility of extension |
| SVN No. | : SVN2019/42 |
| Estimated Start Date | : As soon as possible |
| Closing Date | : 18th April, 2019 |

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 Assistant, the successful candidate will be responsible for the provision of housekeeping services for Red Roof and all the field hubs in accordance to the performance and quality level standards set by the humanitarian hubs management. He/she will:

Core Functions / Responsibilities:

1. Organise, coordinate and monitor the work of housekeeping unit on a day-to-day basis both at Red Roof and at the field hubs.
2. Put in place quality check and corresponding tools in all the aspects of the housekeeping service to ensure the provision of excellent housekeeping service both at Red Roof and at the field hubs.
3. Prepare duty rosters and monitor the discipline and conduct of the staff under his/her coordination.
4. Ensure proper communication within the unit by conducting regular meeting with the staff.
5. Train and coach housekeeping staff on the different aspects of housekeeping service and monitor their performance of their duties to ensure the provision of good quality housekeeping services to all the guests/residents.
7. Maintain and implement standard operating procedures for the various aspects of housekeeping services to ensure the provision of good quality housekeeping service.
8. Embark on continued development activities by continuously checking out for new housekeeping techniques and products that would help improve the quality of the housekeeping service of the hubs.

9. Maintain regular inventory and checking of furniture, linen, uniform, housekeeping equipment in the hub. Recommend the threshold quantities of each items for prepositioning to ensure the availability of supplies when they are needed.
10. Approve supply requisitions for the housekeeping and to maintain minimum stock and cost control procedures for all materials.
11. Check the reports, files and registers maintained in the departments.
12. Provide budget to the management and control pearls
13. Perform such other duties as may be required.

Required Qualifications and Experience

- Bachelor's Degree in Hotel or Hospitality Management or an equivalent with 2 years relevant working experience
- or High School Certificate in the above fields with 4 years relevant working experience.
- Professional experience maintaining a clean and sanitary environment,
- Experience in the usage of variety of cleaning products and tools,
- Experience in managing staff,
- Experience in regular quality control of supplies,
- Experience in managing resources and controlling operational cost,
- Report writing experience.

Languages

Fluency in **English** and Native Language;

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

- 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 **Thursday 18th April 2019**.

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 **SVN2019.42 Operations Assistant (Housekeeping) – G4**

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 11.04.2019 to 18.04.2019