



IOM International Organization for Migration

## **SHORT VACANCY NOTICE**

### **Open to Internal & External Candidates**

Position : **Humanitarian Hubs Facilitator (Dikwa)**  
Organizational Unit : **Humanitarian Hubs**  
Duty Station : **Dikwa, Maiduguri**  
IOM Classification : **G3**  
Type of Appointment : **Special Short-Term (SST) 6 months with possibility of extension**  
SVN No. : **SVN2024.84**  
Estimated Start Date : **As soon as possible**  
Closing Date : **15 April 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 work environment. Read more about diversity and inclusion at IOM at [www.iom.int/diversity](http://www.iom.int/diversity). Applications are welcome from first- and second-tier candidates, particularly qualified female candidates. For all IOM vacancies, applications from qualified and eligible first-tier candidates are considered before those of qualified and eligible second-tier candidates in the selection process.

#### ***Context:***

Under the overall supervision of the Chief of Mission, Head of Sub office in close coordination with Project Coordinator (Humanitarian Hubs) and direct supervision of the Senior Humanitarian Hubs Operations Assistant, the Humanitarian Hub Facilitator will be responsible to assist the day-to-day management of the humanitarian field hub according to the standard operating procedures and service quality standard of the Humanitarian Hubs Program. The field hub assignment of the incumbent shall be changed from time to time to address the needs of the humanitarian field hubs operation and to provide the incumbent, the opportunity to manage humanitarian field hubs under different contexts and challenges.

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

1. Assist to implement the day-to-day activities of the field hub and contribute to the provision of hubs services to humanitarian workers according to the service quality standards set by the Humanitarian Hubs Program.
2. Assist to maintain that the field hub has appropriate quantity/volume of essential supplies needed to ensure its continued operation. Liaise with the Operations Assistant to maintain the timely replenishment of supplies needed by the field hub.
3. Use and manage appropriately all supplies of the field hub. stock inventory report to the Operations Assistant according to the establish schedule and report templates.
4. Assist to collect and organize weekly operational reports of the field hub and to prepare draft reports to the Operations Assistant in a timely manner. Reports include but are not limited to Weekly Occupancy Statistics, ETS Internet Service Utilization, Stock Release & Inventories Report, Weekly Fuel Consumption Report, Daily Occupancy List.
5. Assist to properly brief/orient guests on the Field Hubs Accommodation Terms and Condition, hubs services and facilities, check-in and check-out procedures, COVID-19 non-clinical mitigation measures observed by the hub, etc. Work with the Local Security Assistant (LSA) in briefing guests on the security protocols and procedures.

6. Interact with guests accommodated at the field hub and ensure that their needs and concerns are addressed appropriately. Encourage guests to share their suggestions on how to improve the services of the humanitarian hub by participating in the Customer Satisfaction Survey. Report to the Senior Operations Assistant, all issues/concerns of guests especially those that cannot be resolved at the level of the field hub.
7. the field hub facilities properly maintained and clean all the time.
8. Perform any other duties as may be assigned.

**Education:**

- High School Certificate with three years of relevant working experience or, bachelor's degree in a related field with one year of relevant professional experience.

**Experience:**

- Experience supporting the management of customer-oriented/hospitality-oriented facilities.
- Experience in health and safety regulations.

**Languages:** Fluency in English (oral and written) required, working knowledge of the local language.

**Skills:**

- Experience in the usage of computer, office-based packages Ms. Word, Excel, Outlook

**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: maintain 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 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**

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

Appointment will be subject to certification that the candidate is medically fit for appointment, confirmation of all documents, 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 **Monday, 15 April 2024** and follow this link: <https://forms.office.com/e/EVqmef0a0A>

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 **SVN2024. 84 Humanitarian Hubs facilitator, Dikwa, Maiduguri**

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 02.03.2024 to 15.04.2024**