## Annex 2: Terms of Reference

### I. Position Information

<table>
<thead>
<tr>
<th>Position title</th>
<th>Operations Assistant (2 positions)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Position grade</td>
<td>UG (Equivalent to G3)</td>
</tr>
<tr>
<td>Duty station</td>
<td>Beira, Mozambique</td>
</tr>
<tr>
<td>Job Family</td>
<td>Operations</td>
</tr>
<tr>
<td>Organizational Unit</td>
<td>Shelter / NFI</td>
</tr>
<tr>
<td>Is this a Regional, HQ, MAC, PAC, liaison office or country office-based position</td>
<td>Field Office based</td>
</tr>
<tr>
<td>Appointment type</td>
<td>Special Short Term Ungraded Contract.</td>
</tr>
<tr>
<td>Position rated on</td>
<td>n/a</td>
</tr>
<tr>
<td>Position number</td>
<td>n/a</td>
</tr>
<tr>
<td>Reports directly to:</td>
<td>Programme Officer (Shelter/NFI)</td>
</tr>
</tbody>
</table>

### II. Vacancy-Specific Information

- Estimated closing date: 10 September 2019
- Estimated start date: Immediately
- Posting channel: Internal and External
- Complete WBS (up to the 5th level): …………………………………

### II. Organizational Context and Scope

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.

Under the overall supervision of the Shelter/NFI Programme Manager and the direct supervision of the Shelter/NFI Program Officer, the Operations Assistant will provide support for the implementation of the shelter/NFI related activities of Cyclone Idai affected areas including and not limited to organising assessments and distributions.

### III. Responsibilities and Accountabilities

1. Assist implementation of IOM Shelter/NFI programme with a focus on the Shelter/NFI distribution and post distribution monitoring. Prepare firsthand reports from field to inform for necessary action.
2. Assist in needs/gap assessment, distribution of tokens for identified beneficiaries based on the assessment, notification to beneficiaries in advance to the distribution, set up distribution points, and crowd control with security measures;
3. Assist in preparation of other shelter activities including community mobilization and sensitization.
4. Collect and document the best practices and disseminate at appropriate levels as indicated.
5. Maintain good professional relationship with the community representatives, NGO partners, local government, and other relevant actors.
6. Produce daily/weekly reports, and related updates as required.
7. Ensure use of feedback mechanism for beneficiaries through meetings, regular focus
group discussions etc. to assess impact and quality of activities.
8. Collect accurate and updated data and generate reports; assist in preparing program
progress report.
9. Prepare and monitor all required paperwork for the management and supervision of field
teams, including cash advances and purchase requisition forms.
10. Perform other duties as required and assigned by the supervisor.

IV. REQUIRED QUALIFICATIONS AND EXPERIENCE

EDUCATION

- University Degree in International Relations, business management or related field
  of study form an accredited university with one year relevant work experience; or
- Completed high school diploma with at least three years of relevant working
  experience preferably within the International Humanitarian Organizations.

EXPERIENCE

- Has good knowledge of, and experience in a Humanitarian emergency operation
- Has previous experience working in community based programmes or camp
  settings.
- Previous experience of voluntarism and in international organization is an
  advantage
- Good communication and teamwork skills.
- Personal Commitment and high level of integrity.
- Ability to work effectively and harmoniously with colleagues from varied cultures
  and professional backgrounds
- Ability to work independently under minimal supervision.
- Ability to handle pressure
- Excellent communication skills
- Proficient with Microsoft Office package

V. LANGUAGES

Required (specify the required knowledge)  Advantageous

Fluency in English and Portuguese both written and spoken is required.

VI. 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.

Core Competencies – behavioural indicators level 1

- Teamwork; develops and promotes effective collaboration within and across units to
  achieve shared goals and optimize results.
<table>
<thead>
<tr>
<th>Notes</th>
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<tbody>
<tr>
<td>The appointment is subject to funding confirmation.</td>
</tr>
<tr>
<td>Appointment will be subject to certification that the candidate is medically fit for appointment, accreditation, any residency or visa requirements, and security clearances.</td>
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</tbody>
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