

Position Title : **DTM Operations Officer**
Duty Station : **Goma, Congo, Democratic Republic of the**
Classification : **Professional Staff, Grade P2**
Type of Appointment : **Special short-term graded, 9 months with possibility of extension**
Estimated Start Date : **As soon as possible**
Closing Date : **22 September 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.

Applications are welcome from first- and second-tier candidates, particularly qualified female candidates as well as applications from the non-represented member countries of IOM. 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.

For the purpose of this vacancy, the following are considered first-tier candidates:

1. Internal candidates
2. Candidates from the following non-represented member states:
Antigua and Barbuda; Barbados; Comoros; Congo (the); Cook Islands; Guinea-Bissau; Holy See; Iceland; Kiribati; Lao People's Democratic Republic (the); Madagascar; Marshall Islands; Micronesia (Federated States of); Namibia; Nauru; Palau; Saint Kitts and Nevis; Samoa; Sao Tome and Principe; Solomon Islands; Suriname; The Bahamas; Tonga; Tuvalu; Vanuatu

Second tier candidates include:

All external candidates, except candidates from non-represented member states.

Context:

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, including humanitarian assistance to displaced and host populations. Currently, there are over 7 million internally displaced people residing in host community and camps or camps-like settings in the Democratic Republic of Congo.

IOM's emergency response covers Camp Coordination Camp Management (CCCM), with a co-leading cluster role, Shelter and Non-Food Items (NFI), Water, Sanitation and Hygiene (WASH), Displacement Tracking and Protection and includes cross-cutting activities in Protection, Protection against Sexual Exploitation and Abuse (PSEA) and Accountability towards Affected Populations (AAP).

Under the overall supervision of the Head of Emergency Operations and the direct supervision of the Programme Coordinator (DTM), the Displacement Tracking Matrix (DTM) Operations Officer will be responsible for the supervision and implementation of field operations to guide quality and timely data collection processes and support to other programmes.

Core Functions / Responsibilities:

1. Provide operational guidance to DTM operations including on training, program design and set-up, data collection, database management, coordination with stakeholders and monitoring.
2. Supervise the operations and database management teams.
3. Work to build and improve field data collection and progress monitoring systems to maintain and improve data management, quality and support continuous learning across field operations.
4. Support the training and capacity building of the operations team and implementing partners to support principled and quality implementation of data collection activities through contributing to the development of training materials, and delivering field operations trainings.
5. Assist in developing guidance, frameworks, and documentation of methodologies and operational standards for IOM DTM programming as necessary.
6. Support the operations teams in building their liaison and representation capacities to facilitate effective local and provincial level coordination with partners and data users, as well as to strengthen information flow from the field level to the Information Management (IM) and Data Analysis Officers.
7. Research, analyse and evaluate new value-added processes in relation to DTM operational strategies in the field and implement new innovative approach and processes that increase effectiveness, efficiency, and quality of DTM implementation in-country.
8. Encourage and support the documentation and evaluation of activities and projects, processes and lessons learned.
9. Liaise with the IM and Data Analysis Officers as necessary to facilitate coordination of data management processes.
10. Contribute to the preparation or revision of project documents, research proposals and methodologies aiming to inform evidence-based humanitarian and recovery response by IOM and partners.
11. Support the effective implementation of projects, coordinate regular monitoring according to the agreed results within the deadlines and draft reports on the progress of projects based on the indicators.
12. Undertake duty travel to support field operations as required.
13. Participate in technical meetings, workshops, and working groups as necessary in relation to DTM operations.
14. Liaise with and operationally support other programmes teams with beneficiary management, the conduct of profiling exercises, surveys and evaluations, as well as registration and verifications operations and follow ups, mapping and addressing activities in sites.
15. Facilitate the integration of cross-cutting issues in the DTM operations such as Gender-Based Violence (GBV), AAP, Gender and other cross-cutting issues of relevance.

16. Perform such other duties as may be assigned.

Required Qualifications and Experience:

Education

- Master's degree in Information Management, Media or Social Science or a relevant field from an accredited academic institution with two years of relevant professional experience; or,
- University degree in the above fields with four years of relevant professional experience.

Experience

- Experience in information management and related operations in different crisis or conflict contexts;
- Experience in supervising and training staff;
- Experience in liaison and working with partners and government counterpart; and,
- Previous experience with Power BI, Tableau, or similar is an advantage.

Skills

- Data management and GIS software knowledge;
- Proficiency in Excel (data analysis using formulas and Pivot tables);
- Working knowledge of "R" and/or Python will be considered as an advantage;
- Excellent planning skills;
- Delivers on set objectives in hardship situations;
- Effectively coordinates actions with partners and stakeholders;
- Demonstrated analytical and negotiation skills; and,
- Strong and demonstrable interest in migration and/or humanitarian issues.

Languages

IOM's official languages are English, French, and Spanish. All staff members are required to be fluent in one of the three languages.

For this position, fluency in English is required (oral and written). Working knowledge of French is an advantage.

Proficiency of language(s) required will be specifically evaluated during the selection process, which may include written and/or oral assessments.

Notes

Previous candidates do not need to re-apply.

¹ Accredited Universities are the ones listed in the UNESCO World Higher Education Database (<https://whed.net/home.php>).

Required Competencies:

Values - all IOM staff members must abide by and demonstrate these five values:

- **Inclusion and respect for diversity:** Respects and promotes individual and cultural differences. Encourages diversity and inclusion.
- **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 2

- **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 actions and delegated work.
- **Communication:** Encourages and contributes to clear and open communication. Explains complex matters in an informative, inspiring and motivational way.

Managerial Competencies – behavioural indicators level 2

- **Leadership:** Provides a clear sense of direction, leads by example and demonstrates the ability to carry out the Organization's vision. Assists others to realize and develop their leadership and professional potential.
- **Empowering others:** Creates an enabling environment where staff can contribute their best and develop their potential.
- **Building Trust:** Promotes shared values and creates an atmosphere of trust and honesty.
- **Strategic thinking and vision:** Works strategically to realize the Organization's goals and communicates a clear strategic direction.
- **Humility:** Leads with humility and shows openness to acknowledging own shortcomings.

IOM's competency framework can be found at this link.

https://www.iom.int/sites/default/files/about-iom/iom_revised_competency_framework_external.pdf

Competencies will be assessed during a competency-based interview.

Other:

Internationally recruited professional staff are required to be mobile.

Any offer made to the candidate in relation to this vacancy notice is subject to funding confirmation.

This selection process may be used to staff similar positions in various duty stations. Recommended candidates will remain eligible to be appointed in a similar position for a period of 24 months.

The list of NMS countries above includes all IOM Member States which are non-represented in the Professional Category of staff members. For this staff category, candidates who are nationals of the duty station's country cannot be considered eligible.

Appointment will be subject to certification that the candidate is medically fit for appointment, accreditation, any residency or visa requirements, and background verification and security clearances. Subject to certain exemptions, vaccination against COVID-19 will in principle be required for individuals hired on or after 15 November 2021. This will be verified as part of the medical clearance process.

Vacancies close at 23:59 local time Geneva, Switzerland on the respective closing date. No late applications will be accepted.

How to apply:

Interested candidates are invited to submit their applications via PRISM, IOM e-Recruitment system, by 22 September 2024 at the latest, referring to this advertisement.

IOM only accepts duly completed applications submitted through the IOM e-Recruitment system. The online tool also allows candidates to track the status of their application.

Only shortlisted candidates will be contacted.

For further information please refer to: www.iom.int/recruitment

Posting period:

From 09.09.2024 to 22.09.2024

No Fees:

IOM does not charge a fee at any stage of its recruitment process (application, interview, processing, training or other fee). IOM does not request any information related to bank accounts.

Requisition: SVN 2024 212 DTM Operations Officer (P2) Goma, Democratic Republic of Congo (59083893) Released

Posting: Posting NC59083894 (59083894) Released