

TERMS OF REFERENCE

Position:	Operations Assistant – CCCM
Position grade:	G4
Number of Vacancy:	03
Duty station:	Bentiu
Application start:	02/07/2025
Application end:	30/07/2025
Length of the contract:	6 Months with possibility of extension



OVERVIEW OF CTG GLOBAL

CTG support and manage humanitarian projects in fragile and conflict-affected countries around the world. With past performance in 15 countries – from the Middle East, Africa, Europe, Asia and Central and South America – we offer a holistic fabric of project management, implementation, and support. Skilled in emergency response to crises such as the Ebola outbreak in West Africa, we can act quickly (crisis response teams can be on the ground in 24 hours) and to establish structured operations in high-risk environments. CTG recruit and manage qualified, skilled teams with extensive experience operating in challenging conditions.

OVERVIEW OF THE POSITION

Under the overall supervision of the Project Officer (CCCM), and the direct supervision of the Senior Operations Assistant (CCCM), the successful candidate will be responsible for supporting and contributing to the implementation of Camp Coordination and Camp Management (CCCM) programming in Bentiu, with additional focus on Durable Solutions (DS) operations, including but not limited to camp management operations, site care and maintenance, reintegration, resettlement and return operations in the Bentiu IDP Camp.

The overall aim is to raise the living standards of displaced population in the areas where IOM CCCM is operating in, while also advocating for solutions to displacement when and where conditions are conducive. These works also contribute to enabling IDPs in equitably and safely accessing timely humanitarian services and enjoy their basic human rights, and supporting initiatives for DS works in Unity State.

GENERAL FUNCTIONS

1. Under the overall leadership of the Project Officer (CCCM) and in close coordination with the Senior Operations Assistant (CCCM), support the implementation of core CCCM activities in the area of responsibility – including service monitoring, service coordination, community engagement and communications with communities (CwC), support to governance structures of the Camp, the implementation of CCCM's Complaints and Feedback Mechanism (CFM).
2. Promote accountability of humanitarian actors towards site population through improvement of complaints and feedback mechanisms, aiming at providing timely and useful feedback to the beneficiaries, and improving overall response.
3. Conduct regular service monitoring in the site to ensure service provision aligns with agreed standards and indicators. Coordinate immediate response to red flags with relevant clusters and service providers. Promote Communication with Communities through the utilization of multiple communication channels and methods (Site Committees, Notice Boards, Broadcasts, complaint desks, Zite Manager system etc.),



- and coordination with the relevant partners; ensure that the beneficiary population is aware of what services are available and how to access services.
4. Assist in the procurement of materials needed to effectively and successfully carry out CCCM operations in a timely manner, in close consultation with the Senior Operations Assistant (CCCM) and under the leadership of the Project Officer (CCCM).
 5. Assist the Senior Operations Assistant (CCCM) in maintaining an efficient, effective and transparent procurement process for the CCCM teams, following IOM Procurement and Financial Guidelines.
 6. Support the monitoring of CCCM activities in the Bentiu IDP Camp, whilst identifying needs and gaps, as well as service delivery in the areas of responsibility. Consistently use available data from service mappings and feedback datasets to respond to those identified needs - in coordination with the Senior Operations Assistant with the Community Operations Assistants (CCCM).
 7. In coordination with CCCM Reporting and M&E colleagues, support the Senior Operations Assistant (CCCM) in timely reporting and maintaining a clear and consistent monitoring tool for all technical activities implemented, in coordination with the Project Officer (CCCM).
 8. Ensure that documentation of any casual labour, works or other contractual agreements are in accordance with IOM Guidelines and any payment thereafter is done in a timely manner.
 9. Ensure that people with special needs, including persons with disabilities and women, are represented in the relevant community structures. Conduct awareness raising works on disability inclusion, women participation and other capacity events for the community.
 10. Perform any other duties that may be assigned.



ESSENTIAL EXPERIENCE

Education:

- University degree in Social Sciences, Politics, Management, Business Administration, or related field of study.

Work experience:

- At least two years of experience working in a humanitarian emergency operation, with an additional focus on durable solutions.
- Experience in working on and implementing solutions to displacement in South Sudan.
- Excellent communication, coordination and problem-solving skills.
- Experience in aspects of CCCM and DS.
- Understanding of the linkages between displacement and durable solutions.
- Ability to supervise, direct and mentor junior colleagues as well as casual labour.
- Proficiency in using Microsoft Word, Excel and PowerPoint.
- Experience with international humanitarian organizations, non-governmental or governmental institutions/organizations in a multi-cultural setting.
- Experience in community engagement and AAP is a must.
- Experience in M&E and report writing.
- Experience in consolidating information from multiple sources.



Languages:

- For all applicants, fluency in English and the working local languages is required (oral and written).

Key competencies:

- Knowledge of the displacement profile of the country.
- Coordination skills within the unit, within IOM and externally is essential.
- Analytical and problem-solving skills are a must.

Qualified female candidates are encouraged to apply for this role.

In order to apply for this role please deliver your CV, and Cover letter, most preferably by email to the address: southsudan@ctg.org

Please make sure **the subject of your email states "Operations Assistant - Bentiu"**, or your application might be overlooked.

In Juba, please deliver to the CTG Office located within the IOM compound adjacent to Ezentus Company off Mangateen road.

IMPORTANT REQUEST

- Kindly avoid naming your CV as *a CV, Updated CV*, or by Job title or organization name.
- For hard copy deliveries kindly include the position applied for on the envelope.

