

Position: Head of Operations Pillar	Employment Regime: Seconded	
Ref. Number: EK 40040 Confirmed Vacancies: 1 Pending Vacancies: 0	Location: Western Balkans Region (Kosovo)	Availability: ASAP
Pillar/Department/Unit: Operations Pillar	Security Clearance Level: EU SECRET	Open to Contributing Third States: No

1. Reporting Line:

The Head of Operations Pillar reports to the Deputy Head of Mission.

2. Main Tasks and Responsibilities:

- To implement the Mission's operational activities in accordance with the Mission's OPLAN and HoM's guidance, through Line Managers responsible for the respective Lines of Operations, and to ensure their operational coherence in support of the Mission's mandate;
- To lead, direct and manage the work and staff of the Operations Pillar (OP);
- To supervise, manage and coordinate all structures of the OP, ensuring they implement their tasks in accordance with the mandate;
- To contribute to the development of the Mission overarching policy and relevant Mission implementation strategy within his/her area of competence;
- To ensure that the CoS and the MHQ Staff are periodically updated on Mission operational requirements and mandate implementation progress notably as regards resource needs;
- To ensure through weekly meetings and written instructions that the Mission operational elements are kept periodically updated of the political and security situation in the Mission area, based on inputs and assessments from the Political Adviser and the Mission Security Officer respectively;
- To oversee OP input to the development and progressive updating of the Mission Implementation Plan (MIP) by supporting the identification of Mission operational requirements, specific to the areas falling under OP responsibility, as the situation evolves as well as the design of Mission operational activities in support of tasks and objectives;
- To ensure timely internal reporting and to contribute to the Mission's external reporting against benchmarking, also assessing the consistency and sustainability of OP activities across time, and to provide recommendations for the improvement of OP performance;
- To ensure close cooperation with local authorities and other relevant stakeholders at the required levels;
- To cooperate with the Project Cell on any funds required for the execution of Mission activities falling within his/her area of competence;
- To seek proactively advice from the Mission legal, gender, and human rights for the benefit of effective execution of the OP duties in line with related overarching EU policies and standards;
- To work in close cooperation with the Monitoring Pillar;
- To ensure that Operational Standard Operating Procedures (SOPs) are properly developed, implemented and periodically reviewed;

- To ensure that his/her supervised personnel contribute to identify and report lessons and best practices within their respective fields of responsibility;
- To contribute to the induction and in-mission training of Mission personnel;
- To contribute proactively to a positive and harassment free working environment conducive and in line with the Standards of Behaviour;
- To ensure that OP staff members are periodically updated on Mission's mandate implementation progress;
- To identify, manage and report the risks arising from specific processes/systems/projects implemented under his/her responsibility;
- To undertake any other related tasks as requested by the Line Manager(s).

3. General Tasks and Responsibilities:

- To advise and support the Deputy Head of Mission in management matters related to policing and other OP areas of responsibility;
- To ensure compliance with Mission management instructions within OP and to issue clear instructions at operational level to OP staff, ensuring through the Heads of Units that operational resources are used in the best possible way to reach the Mission goals;
- To ensure coordination with the Head of the Monitoring Pillar at operational level;
- To liaise, as necessary, with Kosovo Police and other law enforcement officials as to the coordination of EULEX KOSOVO activities in the area of policing;
- To ensure coordination with KFOR and other national/international organizations at operational policing level.

4. Essential Qualifications and Experience:

- Successful completion of university studies of at least 3 years attested by a diploma OR a qualification in the National Qualifications Framework which is equivalent to level 6 in the European Qualifications Framework OR a qualification of the first cycle under the framework of qualifications of the European Higher Education Area, e.g. Bachelor's Degree. The qualification should be in any of the following fields of expertise: Social Sciences, Business Administration, Management, Law or Public Administration or other related university studies OR equivalent and attested police or/and military education; AND
- A minimum of 10 years of relevant professional experience, after having fulfilled the education requirements, out of which a minimum of 5 years at upper management level;
- Senior Law Enforcement Officer;
- Strong managerial track record, particularly in managing rule of law processes and staff.

5. Essential Knowledge, Skills and Abilities:

- Sound knowledge of criminal investigations and special police operations;
- Ability to establish/review priorities, to plan and to exercise control;
- Ability to engage with senior officials/ governmental level decision makers;
- Ability to mentor and motivate staff;
- Leadership skills.

6. Desirable Qualifications and Experience:

- International experience, particularly in crisis areas with multi-national and international organisations;
- Senior management experience in an international organisation operating in a conflict or immediate post conflict situation;
- Experience in strategic analyses, planning and reporting as well as a sound understanding of strategic and operational considerations.

7. Desirable Knowledge, Skills and Abilities:

- Ability to perform under stress and in difficult circumstances;
- Good understanding of the political, cultural and security situation of the Balkans, in particular Kosovo.