



Organization for Security and Co-operation in Europe

Vacancy Notice Number: VNSMUS01192
Vacancy Type: International Seconded
Field of Expertise: GENERAL STAFF/MONITORING
Functional Level (LoPC): SENIOR PROFESSIONAL
Post Title: OPERATIONS CENTRE OFFICER
OSCE Mission/Institution: OSCE Special Monitoring Mission to Ukraine
Duty Station: Kyiv
No. of Positions: 1
Date of Entry on Duty: As soon as possible
Vacancy Notice Issue Date: 09-Apr-2021
Deadline for Application: 07-May-2021

General Minimum Requirements

The general minimum requirements for working with the OSCE are:

- Excellent physical condition
- Possession of a valid automobile driving license and ability to drive using manual transmission
- Ability to cope with physical hardship and willingness to work extra hours and in an environment with limited infrastructure

Field of Expertise Requirements

The general minimum requirements for working in this field of expertise are:

- Demonstrable organizational skills
- Proven ability to communicate effectively, both orally and in writing
- Demonstrable interpersonal skills and documented experience in negotiations
- Depending on the field activity's mandate, significant prior experience in relevant fields such as international customs practices and procedures, law enforcement, and military observations and arms control may also be required
- Negotiating experience, preferably in the area of monitoring operations and/or related activities

Level of Professional Competence Requirements

Furthermore, this level of responsibility requires the following:

Education:

First-level university degree in relevant field(s)

Experience:

Minimum 6 years of relevant professional experience

Mission Specific Requirements

Additionally, this particular post has specific requirements:

Mandatory:

- A minimum of six years of professional experience in an operations/situation/reporting centre for field operations;
- Experience in handling public information issues;
- Knowledge of the regional political history and developments;
- Professional fluency in the English language, both oral and written;
- Ability to work effectively and inclusively in high stress environments;
- Flexibility and ability to work under pressure and within limited time frames, while retaining accuracy and eye for detail;
- Readiness to work long hours and in irregular shifts is essential;
- Demonstrated commitment to gender equality objectives as well as the ability to integrate a gender perspective into tasks and activities;
- Demonstrated ability and willingness to work as a member of a team, with people of different cultural and religious backgrounds, different gender, and diverse political views, while maintaining impartiality and objectivity;
- Cultural sensitivity and judgement;
- Ability to operate Windows applications, including word processing, Excel, and e-mail.

Desirable:

- Working knowledge of the Ukrainian and/or Russian language(s);
- Prior experience with a national foreign service, national military or police service and previous field service with the OSCE or with another international and multi-national organization.

Tasks and Responsibilities

The Special Monitoring Mission to Ukraine (SMM), in line with the OSCE Action Plan for the Promotion of Gender Equality, is committed to further improving gender balance among staff in all areas and levels within the SMM. We encourage qualified applicants, especially women to apply for this position.

If applicable, deployment is subject to attendance to and successful completion of pre-deployment training and assessment.

Applicants are hereby notified that the Special Monitoring Mission to Ukraine (SMM) is designated by the OSCE as a nonfamily duty station. This designation is based on the fluid and dynamic working environment in the SMM. The currently prevailing working conditions in the duty station may include working in a hazardous location with extended hours of service, and possibly curtailed freedom of movement. Successful candidates who are appointed to locations deemed by the OSCE as hazardous will receive hazard pay. In addition, all successful candidates will be required to participate in the OSCE accident and life insurance scheme in accordance with the OSCE Staff Regulations and Staff Rules.

The SMM Operations Centre (OC) serves as the central hub for all operations and security-related matters and assists in the management, co-ordination and support for all field-monitoring operations. The OC reports directly to the Head of Operations. The OC provides up-to-date situation reports (SITREPS) on all operations and security-related issues and daily briefings to the SMM Senior Management. Furthermore, the OC acts as a flexible emergency and crisis management cell on a 24/7 basis.

Under the supervision of the Chief Operations Centre, as Operations Centre Officer, you will perform the following functions:

1. Acting as the primary point of contact within the Operations Centre for all field operations support for monitoring teams (MTs);
2. Working closely with the OC Duty Assistant to monitor on-going operations;
3. Liaising with relevant departments within the SMM Head Office (HO) and with respective MTs in terms of daily and weekly MT activities, patrol tasking and reporting;
4. Maintaining relevant logs;
5. Providing input to the daily operations and security SITREPS including principal field (MT) operations and activities;

6. Keeping senior management staff and other appropriate staff informed of the operations and security situation as directed;
7. Acting as the primary OSCE SMM point of contact outside normal working hours, responding to all incidents and emergency/crisis situations;
8. Processing Incident Reports (INCREPs) and co-ordinating the incident response of the MTs where required;
9. Co-ordinating contacts with the appropriate emergency services; co-ordinating the medical evacuation of international staff in the field;
10. Participating in Operations-related training activities for new monitors where required;
11. Identifying areas of operation and processes which could improve the effectiveness of the Operations Centre or related activities in the field and coming up with suggestions for their improvement;
12. Implementing changes in business processes under the guidance of the Chief Operations Centre;
13. Visiting field operations when required;
14. Acting as the deputy of the Chief Operations Centre as and when directed;
15. Performing other related duties as assigned.

The incumbent should be prepared to work extended hours, possibly during evening/night periods and on a 24/7 shift rotation.

For more detailed information on the structure and work of the OSCE Special Monitoring Mission to Ukraine, please see <https://www.osce.org/special-monitoring-mission-to-ukraine>

The OSCE is committed to diversity and inclusion within its workforce, and encourages the nomination of qualified female and male candidates from all national, religious, ethnic and social backgrounds. Please note that nationals or permanent residents of the country of the duty station are not eligible to apply.

Candidates should be aware that OSCE officials shall conduct themselves at all times in a manner befitting the status of an international civil servant. This includes avoiding any action which may adversely reflect on the integrity, independence and impartiality of their position and function as officials of the OSCE. The OSCE is committed to applying the highest ethical standards in carrying out its mandate. For more information on the values set out in OSCE Competency Model, please see <https://jobs.osce.org/resources/document/our-competency-model>.

Candidates should, prior to applying, verify with their respective nominating authority to which extent financial remuneration and/or benefit packages will be offered.

Please apply to your relevant authorities well in advance of the deadline expiration to ensure timely processing of your application. Delayed nominations will not be considered. The OSCE can only process Secondment applications that have been nominated by participating States. For queries relating to your application, please refer to the respective delegation as listed here: <https://www.osce.org/contacts/delegations>.