

<b>Position:</b> Head of Head of Mission's Office	<b>Employment Regime:</b> Seconded	<b>Post Category:</b>
<b>Ref. Number:</b> EK 50003 Confirmed Vacancies: 0 Pending Vacancies: 1	<b>Location:</b> Western Balkans Region (Kosovo)	<b>Availability:</b> ASAP
<b>Component/Department/Unit:</b> Office of the Head of Mission	<b>Security Clearance Level:</b> EU SECRET	<b>Open to Contributing Third States:</b> Yes

### 1. Reporting Line:

The Head of Head of Mission's Office reports to the Head of Mission (HoM).

### 2. Main Tasks and Responsibilities:

- To lead, direct and manage the work of the Head/Deputy Head of Mission's Office;
- To oversee the proper handling of official correspondence and documentation within the Head/ Deputy Head of Mission Office, including EU Classified Information;
- To advise the HoM on all matters related to the execution of the Mission mandate;
- To advise the HoM on the elaboration of policies and measures for the overall direction and management of the progressive transition process of the Mission mandate, ensuring close coordination within the Mission and with relevant local and international stakeholders;
- To assist the HoM in carrying out all her/his functions;
- To ensure a smooth information flow within, from and to the Head of Mission Office and other Mission's organisational units and offices, bringing to the attention of the HoM emerging policy and operational issues and potential solutions;
- To monitor and assess any relevant issues related to the Mission mandate implementation that could impact on the HoM's responsibilities and functions;
- To establish and maintain regular contacts and foster relationships with the Mission's senior management and other relevant staff;
- To gather and analyse relevant information and prepare a wide range of briefing materials for HoM's internal and external meetings and other events;
- To accompany the HoM to internal and external meetings, drafting minutes and ensuring follow-up as required;
- To assist the HoM in clearing all Mission reports;
- To contribute to relevant aspects of press and public information activities, including assisting in the clearance of draft press releases, public statements and articles as appropriate;
- To assist the HoM in drafting official correspondence;
- To attend internal and external meetings, where appropriate, on behalf of the HoM;
- To represent the HoM in liaising with external counterparts as delegated;
- Without prejudice to the chain of command, to contribute to the regular liaison/coordination with CPCC.

### 3. General Tasks and Responsibilities:

- To contribute to Mission reporting in the area of competence;
- To contribute to the identification of lessons and best practice in the area of competence;
- To take account of gender equality and human rights aspects in the execution of tasks;
- To perform any other tasks assigned by the Head of Mission.

#### **4. Essential Qualifications and Experience:**

- Successful completion of university studies of at least 4 years attested by a diploma OR a qualification in the National Qualifications Framework which is equivalent to level 7 in the European Qualifications Framework OR a qualification of the second cycle under the framework of qualifications of the European Higher Education Area, e.g. Master's Degree. The qualification should be in the field of Political Sciences, International Relations, Diplomacy or other related university studies; AND
- A minimum of 7 years of relevant professional experience, after having fulfilled the education requirements;
- Experience in working in a complex environment with multiple actors.

#### **5. Essential Knowledge, Skills and Abilities:**

- Drafting, reviewing, editing and presentation skills;
- Ability to maintain objectivity in complex scenarios and to display sensitivity and sound judgment;
- Organisational skills, with the ability to prioritise work to meet deadlines, and a concern for order and accuracy;
- Familiarity with diplomatic protocol.

#### **6. Desirable Qualifications and Experience:**

- International experience, particularly in crisis or post-conflict areas with multi-national and international organizations.
- Experience in liaising with governmental and rule of law institutions' interlocutors.

#### **7. Desirable Knowledge, Skills and Abilities:**

- Direct knowledge of the functioning of the EU and, in particular, CSDP missions and operations.