

Position Name: Head of Operations	Employment Regime: Seconded	
Ref. Number: LIBOP01	Location: Tripoli, Libya	Availability: ASAP
Component/Department/Unit: Operations Department	Security Clearance Level: EU SECRET	Open to Contributing Third States: No

1. Reporting Line:

The Head of Operations reports to the Head of Mission (HoM).

2. Main Tasks and Responsibilities:

- To implement the Mission's operational activities in accordance with the Mission's OPLAN and the HoM's guidance, through Line Managers responsible for the respective Lines of Operation, and to ensure their operational coherence in support of the Mission's mandate;
- To manage and oversee the work and staff of the Operations Department, including on the designing and implementing Mission's projects;
- To ensure coordination and cooperation between the Units with a view to create useful synergies in the implementation of the mandate;
- To input to the development and regular updating of the Mission Implementation Plan by supporting the identification of Mission's operational requirements;
- To ensure timely internal reporting from the operational perspective against benchmarking;
- To contribute to the Mission's external reporting against benchmarking;
- To ensure the consistency and sustainability of Mission's operational activities over time;
- In coordination with the Mission's Coordination and Cooperation Component, to coordinate/cooperate and/or oversee the coordination/cooperation of the Components/Unit's members as appropriate with local authorities at the relevant level as well as with local EU and international actors within the scope of the Mission's mandate;
- To work in close cooperation with the other Mission's components;
- To ensure that Mission staff members working under the Head of Operations responsibility receive proper induction training;
- To ensure that Operational Standard Operating Procedures (SOPs) are properly developed, implemented and periodically reviewed;
- To ensure that Mission staff members working under the Head of Operation' responsibility are periodically updated on Mission's mandate implementation progress;
- To identify, manage and report the risks arising from the specific processes/systems/projects implemented under his/her responsibility;
- To implement gender-responsive leadership and ensure gender and human rights mainstreaming internally and externally in mandate implementation;
- To uphold a strict zero tolerance policy to misconduct, including all forms of harassment, sexual harassment, discrimination and abuse, and proactively ensure an equal and inclusive work environment for all staff;

- Proactively raise awareness of staff on their rights, obligations and appropriate standards of behaviour, including existing formal and informal complaint and support mechanisms.

3. General Tasks and Responsibilities:

- To contribute to the identification of lessons and best practice in the area of competence;
- To contribute to mission reporting 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 Line Manager.

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 **OR** equivalent and attested police or/and military education or training or an award of an equivalent rank; **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 management/coordination level.

5. Essential Knowledge, Skills and Abilities:

- 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:

- Senior management experience in an international organisation operating in a conflict or immediate post conflict situation;
- Master's degree in management, business administration or other related subjects, or international/national certificate/diploma in management/leadership;
- Experience in strategic analyses, planning and reporting as well as a sound understanding of strategic and operational considerations.

7. Desirable Knowledge, Skills and Abilities:

- Knowledge of Arabic.