

Position: Head of Operations Support Pillar	Employment Regime: Seconded	
Ref. Number: EK 50100 Confirmed Vacancies: 0 Pending Vacancies: 1	Location: Western Balkans Region (Kosovo)	Availability: ASAP
Pillar/Department/Unit: Operations Support Pillar	Security Clearance Level: EU SECRET	Open to Contributing Third States: No

1. Reporting Line:

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

2. Main Tasks and Responsibilities:

- To lead, manage and coordinate the work and staff of the Operations Support Pillar (OSP) ensuring tasks are carried out in accordance with the Mission mandate and Operation Plan (OPLAN);
- To supervise the conduct of OSP activities and ensure orientation and operational coherence;
- To contribute to the development of the Mission overarching policy and relevant Mission implementation strategy within his/her area of competence;
- To ensure Mission management are regularly updated on Mission operational requirements and mandate implementation progress particularly in relation to resource requirements;
- To ensure the Mission operational elements are updated regularly on the political and security situation in the Mission area, based on inputs and assessments from the Senior Political Adviser and the Mission Security;
- To seek proactively advice from the Mission legal, gender, and human rights to effectively execute the OSP operations in line with overarching EU policies and standards;
- To oversee OSP 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 OSP responsibility;
- To design Mission operational activities, tasks and objectives;
- To ensure close cooperation with local counterparts and other relevant stakeholders at the required levels;
- To cooperate with other EU and International actors within the scope of the Mission mandate;
- 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 local/international organizations at operational policing level;
- To advise and support the Deputy Head of Mission in management matters related to policing and other OSP areas of responsibility;
- To ensure compliance with Mission management instructions within OSP and to issue clear instructions at operational level to OSP staff, ensuring through the Heads of Units that operational resources are used in the best possible way to reach the Mission goals;
- To cooperate with the Project Cell on any funds required for the execution of Mission activities falling within his/her area of competence;

- To ensure coordination with the Head of the Monitoring Pillar at operational level;
- To work in close cooperation with the Monitoring Pillar;
- (overlap)To ensure that Operational Standard Operating Procedures (SOPs) are developed, implemented and periodically reviewed;
- To contribute to the induction and in-mission training of Mission personnel;
- 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 identify and report on lessons learned and best practices within the respective area of responsibility;
- To contribute and ensure timely reporting on activities within the respective area of responsibility;
- To take account of gender equality and human rights aspects in the execution of tasks;
- To undertake any other related tasks as requested by the Deputy 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 any of the following fields of expertise: Social Sciences, Business Administration, Management, Law or Public Administration or other related field **OR** equivalent and attested police or/and military education 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 upper coordination/management level.

5. Essential Knowledge, Skills and Abilities:

- Strong managerial track record, particularly in managing rule of law processes and staff;
- Ability to exercise collaborative, sound and effective leadership;
- Understanding of peace stabilisation mechanisms and conflict prevention, specifically the EU integrated approach to respond conflict and crisis;
- Sound understanding of various law enforcement activities, including investigations and special police operations;
- Ability to establish, plan and review priorities;
- Ability to communicate and engage with senior officials and governmental decision makers;
- Ability to manage, mentor and motivate a professionally diversified and multicultural team;
- Leadership skills.

6. Desirable Qualifications and Experience:

- Experience in performance and change management;
- Senior Law Enforcement Officer;
- Experience in strategic analyses, planning and reporting as well as a sound understanding of strategic and operational considerations;
- Professional qualification and/or certificate in management/leadership;
- International experience, particularly in crisis areas with multi-national and international organisations.

7. Desirable Knowledge, Skills and Abilities:

- Good understanding of the political, cultural and security situation of the Balkans, in particular Kosovo.