| Position Name: | Employment Regime: | |
|---|---|---|
| Monitoring Team Leader | Seconded | |
| **Ref. Number:** | **Location:** | **Availability:** |
| ARM 37*, ARM 38*, ARM 39* | Armenia | ASAP |
| **Component/Department/Unit:** | **Security Clearance Level:** | **Open to Contributing Third States:** |
| Operations Department | EU CONFIDENTIAL | No |

**1. Reporting Line:**
The Monitoring Team Leader reports to the Head of Head of Operations.

**2. Main Tasks and Responsibilities:**
- To lead the Monitoring Team to which they are assigned;
- To communicate and monitor achievement of operational objectives by the Monitoring Team, and to act as first Line Manager for Monitors in his/her team;
- To ensure the timely flow of information;
- To analyse patrol findings alongside previously recorded information to monitor trends, developments, information gaps and to plan further patrol tasking;
- To guide and to oversee the tasks of team members including Patrol Leaders;
- To act as focal-point for receiving, developing and disseminating the Team's information;
- To maintain necessary contacts and build relationships with relevant local counterparts;
- To identify best practice and lessons learned within the field of responsibility;
- To ensure that patrols are planned and carried out in accordance with guidelines, directions and Mission Standard Operating Procedures;
- To further develop expertise in relevant thematic areas within the team, and to actively maintain up-to-date knowledge;
- To supervise and advise team members on all aspects of their duties (duty rosters, leave, deployment, etc.);
- To build and maintain efficient and effective team cooperation.

**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 Line Manager(s).

**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 OR equivalent and attested police or/and military education or training or an award of an equivalent rank; AND

- A minimum of 6 years of relevant professional experience, after having fulfilled the education requirements, out of which a minimum of 3 years should be at a Management or Team Leader level.

**5. Essential knowledge, skills and abilities:**
- Analytical capability and knowledge of information collection and analytical methods organisational, prioritisation, planning, and time-management skills;
- Report compilation, drafting and editing skills as well as database management;

- Demonstrates cultural and gender sensitivity and respect for diversity;
- Presentation and report writing skills.

**6. Desirable Qualifications and Experience:**
- International experience, particularly in crisis areas with multi-national and international organisations working with people from diverse backgrounds;
- At least 3 years' experience in an operational environment, e.g. crisis management, security actor, humanitarian or development field work, or in another relevant international work environment;
- Experience of working with civil society;
- Experience in establishing trust and building relationships with vulnerable women and men, Internally Displaced Persons (IDP's) and refugees;
- Experience in preparing action plans;
- Background and experience in gender and human rights issues;
- Experience with medical support i.e. ambulance services, rescue service, paramedic training, advanced first aid, etc.

**7. Desirable knowledge, skills and abilities:**
- Civilian and/or female candidates are highly encouraged to apply.
- Basic understanding of topographic maps, colours, symbols, scales and handheld GPS;
- Ability to conduct analysis based on information, knowledge management and databases;
- Knowledge of Russian and/or Armenian language(s).