

Position: Knowledge and Information Management Officer	Employment Regime: Seconded	
Ref. Number: EK 50040 Confirmed Vacancies: 1 Pending Vacancies: 0	Location: Western Balkans Region (Kosovo)	Availability: ASAP
Pillar/Department/Unit: Office of the Chief of Staff/ Planning, Reporting and Evaluation Section.	Security Clearance Level: EU CONFIDENTIAL	Open to Contributing Third States: Yes

1. Reporting Line:

The Knowledge and Information Management Officer reports to the Head of Planning, Reporting and Evaluation Section.

2. Main Tasks and Responsibilities:

- To develop a Mission knowledge management and information strategy for the purpose of strengthening the Mission's culture of knowledge sharing, information flow, knowledge and database management, reporting and lessons learnt processes;
- To develop and manage Mission systems to avoid loss of institutional memory and to ensure an effective and integrated approach to capturing, evaluating and retrieving Mission information;
- To manage and oversee the Mission's lessons identified/learnt processes and to collect, collate, analyse and draw conclusions and recommendations from the lessons identified/learnt;
- To serve as the Mission's point of contact for both the promotion of knowledge sharing activities and for the sharing of operational information within the Mission;
- To develop tools and mechanisms for the integration of best practice, lessons learned and other operational information and knowledge including work process guidelines, planning and Standard Operating Procedures;
- To create and implement effective evaluation and assessment tools for identifying the Mission's impact and the difference the Mission makes through its work;
- To conduct research and to liaise with the relevant national and international stakeholders to collect information, statistics and data relevant to the current and past EULEX Kosovo mandates;
- To contribute to the Mission strategic review and to planning and development of the Mission as a whole;
- To contribute to the development of the field of knowledge and information management in CSDP missions as such;
- To participate in the reporting and planning tasks of the unit as instructed by the Head of Planning, Reporting and Evaluation Section.

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 AND

- A minimum of 4 years of relevant professional experience, after having fulfilled the education requirements, out of which a minimum 1 year of experience in information and/or knowledge management and organisational learning.

5. Essential Knowledge, Skills and Abilities:

- Expertise in monitoring and evaluation;
- Ability to develop information and knowledge management systems;
- Excellent analytical and drafting capability and profound knowledge of information collection and analytical methods;
- Pro-active and innovative approach;
- Client-oriented attitude.

6. Desirable Qualifications and Experience:

- Experience in research and presentation of research findings to a non-expert audience;
- Experience in managing and/or establishing databases and the compilation of statistics.

7. Desirable Knowledge, Skills and Abilities:

- Understanding of rule of law procedures and institutional building.