

SECONDED POSITIONS

Position name: Deputy Head of Mission/Chief of Staff	Employment regime: Seconded	
Ref. number: HoM 02	Location: Ramallah	Availability: ASAP
Component/Department/Unit: Head of Mission Office	Security Clearance Level: EU Secret	Open to Contributing Third States: No

1. Reporting Line:

The Deputy Head of Mission/Chief of Staff reports to the Head of Mission.

2. Main Tasks and Responsibilities:

- To deputise and represent the Head of Mission as required;
- To ensure the implementation of a knowledge management system for the Mission;
- To participate in the development of the overarching Mission policy and implementation strategy;
- To participate in the development and overall planning of the Mission activities and the development of Mission reports;
- To participate in the implementation of the Mission mandate following up on operational activities, with due respect to the core function of the Head of Operations;
- To support the Head of Mission in the duty of care of Mission members and contribute as required;
- To support the advancement of Human Rights and Gender related aspects with relevant Mission internal and external stakeholders, including civil society actors, in close coordination with the Mission's Human Rights and Gender advisers;
- To support the Mission efforts to coordinate and collaborate with EU representatives (notably EU Delegations, military Common Security Defence Policy (CSDP) Missions and Operations and EU Justice and Home Affairs agencies), Member States and other international actors in line with the integrated approach;
- To support the Head of Mission in delivering strategic communications including targeted work on disinformation;
- To fulfil the role of responsible authority in the framework of the Code of Conduct and take disciplinary decisions in the first instance;
- To ensure Mission Standard Operating Procedures are developed, implemented and periodically reviewed;
- To provide instructions and review reports delegated by the Head of Mission;
- To supervise the Office of the Chief of Staff and the following units: Planning, Reporting and Evaluation, Human Resources;
- To administratively coordinate the advisers to the Head of Mission (Legal, Political, Human Rights, Gender, PPIO, Archive, Special Assistant, Environment) on aspects related to human resources management;
- To manage the Mission headquarters functions including Mission Support ensuring all aspects are globally considered for Head of Mission decision-making and for the analysis of the internal reporting of Mission activities;

- To ensure all Mission activities are consistently planned, supported and executed in a qualitative manner;
- To organise the regular senior management team meetings, all staff meetings, periodic Mission implementation meetings;
- To ensure Mission members are periodically updated on Mission implementation progress, resource requirements and the political and security situation in the Mission area;
- To ensure liaison and cooperation are maintained with the local authorities as well as with governmental and non-governmental organisations and other national or international stakeholders;
- To ensure Mission Standard Operating Procedures are properly developed, implemented and periodically reviewed;
- To contribute to the training of Mission members; 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;
- To 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 Line Manager(s).

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 and/or military education or training or an award of an equivalent rank; AND
- A minimum of 12 years of relevant professional experience, after having fulfilled the education requirements, out of which a minimum of 5 years at senior coordination/management level.

5. Essential Knowledge, Skills and Abilities:

- Ability to exercise collaborative, sound and effective leadership;
- Ability to manage, mentor and motivate a professionally diversified and multicultural team;
- Ability to establish, plan, and review priorities;
- Ability to communicate and engage with senior officials and governmental decision makers;
- Knowledge of human rights, gender equality and Women, Peace and Security commitments;

- Excellent level of spoken and written English.

6. Desirable Qualifications and Experience:

- Master's degree/MBA in management, business administration or other related subjects, or international/national certificate/diploma in management/leadership;
- Experience in performance and change management;
- Experience in strategic analyses, planning and reporting;
- Professional qualification and/or certificate in management/leadership;
- International experience, particularly in crisis areas with multinational and international organisations.

7. Desirable Knowledge, Skills and Abilities:

n/a