

<b>Position:</b> Head of Facility Management and General Services Unit	<b>Employment Regime:</b> Seconded/Contracted	<b>Post Category:</b> Expert Level E-3
<b>Ref. number:</b> 008	<b>Location:</b> The Hague, the Netherlands	<b>Availability:</b> 01 April 2019
<b>Component/Department/Unit:</b> Kosovo Specialist Chambers/ Division of Administration/ Facility Management and General Services Unit	<b>Security Clearance Level:</b> EU SECRET or equivalent	<b>Open to Contributing Third States:</b> Yes

### Reporting Line:

The Head of Facility Management and General Services Unit reports to the Head of Division of Administration.

### Main Tasks and Responsibilities:

- To lead, develop and manage the performance of the Facility Management and General Services Unit (FMGSU) team, maintaining effective communications, a collaborative environment and constructive working relationships within the Unit, with Management and across the other units of the Kosovo Specialist Chambers (KSC);
- To lead the strategic development of the Facility Management and General Services' function and related services in support of the KSC's objectives;
- To oversee and be responsible for the successful service delivery of FMGSU's services and projects and to work in collaboration and coordination with other units within the KSC;
- To act as the Programme Manager relating to the premises of the Specialist Chambers and the Specialist Prosecutor's Office;
- To implement the prepared and/or prepare an action plan in close co-operation with the relevant Host State authorities and under the supervision of the Registrar, including repurposing/upgrading, construction or fit-out proposals for any future alterations, as well as a maintenance strategy for the facilities and equipment in accordance with contractual parameters, industry standards and safety regulations, providing a healthy and safe environment for staff, clients and visitors;
- To plan and coordinate the FMGSU services including distribution of office, improvement of the shared spaces, sanitation, meeting/conference rooms facilities and the cafeteria in accordance to changing human resources, organizational and operational requirements. Continuously to look for a judicious and cost-effective utilization of the office premises;
- To provide efficient procurement and contract management of in-house and external service providers and building operations, and to prepare documents to issue tenders for contractors and tender analysis to ensure the most economically advantageous tenders;
- To supervise and coordinate the work of external contractors, including the establishment of key performance indicators to monitor their efficient performance benchmarked against recognized industry standards;
- To provide all hard and soft FMGS services in Court locations, reporting to the Procurement and management, and in liaison with the relevant contractors and the other actors in order to ensure the optimization and timely efficient delivery;
- To review and develop processes, key performance indicators and procedures related to all the FMGS services and to provide policy guidance and advice on the operation and maintenance of support services, as well as on facilities and general services relevant policies and procedures;
- To prepare the FMGS training plans and procedures in the fields of building and service engineering and maintenance;
- As FMGSU budget holder, to be responsible for the preparation of the FMGSU budget, assigning and monitoring of performance parameters and critical indicators, including operational

maintenance, running costs and any future planned capital costs, reporting on budget /programme performance, and preparation of inputs for the budget and managing of FMGSU contracts;

- To undertake any other related tasks as requested by the Line Managers.

### **Essential Qualifications and Experience:**

- Successful completion of University studies of at least four (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.

#### AND

- A minimum of twelve (12) years of relevant professional experience, after having fulfilled the education requirements, out of which a minimum four (4) years of management experience.

#### Specification of Education and Experience

- The above mentioned University degree must be in at least one of the following fields of expertise: Architecture, Civil Engineering, Management or other related university studies;
- A minimum of seven (7) years of progressively responsible experience in construction, building management and maintenance or related field, in a managerial level;
- Substantial experience in designing, remodeling and/or managing large business premises, preferably national or international court facilities;
- A proven track-record of successfully managing projects within time and budget constraints;
- Excellent analytical, planning, organizational, drafting and IT skills;
- Excellent interpersonal and communication skills in English, both written and oral;
- Ability to find creative and pragmatic solutions matching client's specific needs with limited resources, while respecting industry standards;
- Ability to work productively in a fast-paced, team-oriented environment and produce accurate work under pressure and in difficult circumstances;
- Ability to establish and maintain effective and constructive working relationships with people of different national and/or cultural backgrounds with respect for diversity.

#### Desirable

- Technical training in a related field (e.g. Registered Architect, construction, building management, project management, etc.);
- Experience in the set-up of an international or national judicial institution;
- Knowledge of the functioning of the EU and/or CSDP missions;
- International experience, particularly with multi-national and international organizations.