

Position: Head of Language Services Unit	Employment Regime: Seconded/Contracted	Post Category: Expert Level E-3
Ref. number: 013	Location: The Hague, the Netherlands	Availability: ASAP
Component/Department/Unit Kosovo Specialist Chambers/ Judicial Services Division/ Languages Services Unit	Security Clearance Level: EU SECRET or equivalent	Open to Contributing Third States: Yes

Reporting Line:

The Head of Language Services Unit reports to the Registrar/Deputy Registrar.

Main Tasks and Responsibilities:

- To plan, organize and manage the work of the Language Services Unit, providing interpretation and translation services in Albanian, English and Serbian and other languages for the Specialist Chambers, when required;
- To develop internal work procedures and to supervise the work of the Unit's constituent subunits (Interpretation, Translation, Referencing and Terminology);
- To advise the Registrar on matters relating to language services;
- To develop policies, guidelines and instructions required to structure the work of the unit and to oversee their implementation;
- To oversee the correct application of the Code of Ethics for translators and interpreters and to ensure that internal rules and procedures continue to promote the Code's objectives;
- To organise recruitment, test and evaluate prospective staff and freelancers and to select qualified candidates for the vacant posts and roster of accredited freelancers;
- To assess the workload projections, review staffing requirements and plan resources accordingly and to ensure timely delivery of services of appropriate quality and quantity and efficient management of the Unit's resources and contracts for external services;
- To draft the framework contracts for freelance interpreters and translators, including confidentiality agreements, in line with the existing regulatory standards of the profession;
- To supervise, monitor and evaluate the performance of staff and contractors and to promote the best utilization of their skills and experience;
- To manage the Unit's budget, to prepare budget submissions and performance reports for the Unit and to ensure efficient management of contracts for external services;
- To foster team building and communication among staff with a view to building and maintaining harmonious working relations and high productivity;
- To optimise coordination with the other units within the organization;
- To establish and maintain contacts with corresponding institutions and professional organisations with a view to adopting best practices and developing good cooperation;
- To undertake any other related tasks 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 of 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: Modern Languages, Law or other related university studies;
- A minimum of seven (7) years of progressively responsible experience in the management of translation and conference interpretation in an international organisation or international or hybrid court;
- Experience in organising the provision of language services, recruiting and managing freelance interpreters and/or translators;
- Excellent analytical, planning, organisational, drafting and IT skills;
- Ability to perform under stress and in difficult circumstances;
- A demonstrated ability to find creative and pragmatic solutions in a demanding, deadline driven environment and to establish and maintain effective, constructive working relationship with people from different national and cultural backgrounds;
- Demonstrated gender awareness and sensitivity; ability to promote an inclusive working environment and integrate a gender perspective into tasks and responsibilities.

Desirable

- A demonstrated track record of successfully managing large quantities of translation and interpretation work and increasing productivity;
- Knowledge of established practices and recent developments in interpretation services in the EU context;
- Substantial knowledge of the functioning of the EU and in particular CSDP missions;
- Good understanding of the political, cultural and security situation of the Balkans, in particular Kosovo.