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| Position: Head of Witness Protection and Support Office | Employment Regime: Seconded/Contracted | Post Category: Expert Level E-3 |
| Ref. number: 019 | Location: The Hague, the Netherlands | Availability: 01 April 2019 |
| Component/Department/Unit Kosovo Specialist Chambers/ Judicial Services Division/Witness Protection and Support Office | Security Clearance Level: EU SECRET or equivalent | Open to Third Contributing States: Yes |

Reporting Line:

The Head of Witness Protection and Support Office reports to the Registrar/Deputy Registrar.

Main Tasks and Responsibilities:

- To lead, develop and manage the performance of Witness Protection and Support Office (WPSO) team, maintaining effective communications, a collaborative environment and constructive working relationships within the Office, with Management and across the other units of the Kosovo Specialist Chambers (KSC);
- To lead the strategic development of the WPSO's function and related services in support of the KSC's objectives;
- To oversee and be responsible for the successful service delivery of the WPSO's services and projects and to work in collaboration and coordination with other units within the KSC;
- To report regularly to the Registrar on all matters appertaining to the operational function of the WPSO;
- To implement policy and guideline protocols to ensure implementation of mandated activities;
- To ensure that the quality of service support provided by the WPSO is conducive for victims and witnesses;
- To coordinate with the managerial level staff and to supervise programs to ensure that the logistical and administrative operations of staff in the WPSO operate effectively and efficiently;
- To monitor victims and witnesses physical, emotional and psychological well-being, including provision of professional psycho-social assessment and counselling and debriefing of witnesses;
- To oversee the administration of allocated funds, obligations and disbursements, according to the EU financial protocols;
- To liaise with the Host State and the national and international organizations to establish working agreements, protocols and procedures on relocation, protection, transportation, safety, safe housing and other related support for victims and witnesses or as necessary for WPSO operations;
- To ensure that the WPSO staff is appropriately trained to perform their functions and sensitized to the strictly confidential nature of victims and witnesses related data;
- As WPSO budget holder, to be responsible for the preparation of the WPSO budget, assigning and monitoring of performance parameters and critical indicators, reporting on budget/programme performance, and preparation of inputs for the budget and managing of WPSO 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 OR equivalent and attested police or/and military education or training or an award of an equivalent rank.

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: Law Enforcement, Police Sciences, Military Sciences, International Relations, Risk Management or other related university studies;
- Minimum of ten (10) years of proven professional experience in witness protection in a national or international organization;
- Experience in supervising witness protection personnel in an organization and/or international criminal or hybrid court;
- Experience in managing budgetary and financial responsibilities;
- Comprehensive knowledge of victim and witness protection matters and threat assessment;
- Experience in witness management and dealing with sensitive and/or traumatized witnesses;
- Experience in negotiations with national and international organizations at a diplomatic level;
- Good judgement to deal with emergency situations, make sound and quick decisions and to identify the key issues in a complex situation;
- Excellent analytical, planning, organizational, drafting and IT skills;
- Excellent interpersonal and communication skills in English, both written and oral;
- 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

- International experience, particularly in crisis areas with multi-national and international organizations;
- Previous operational experience in Kosovo;
- Good understanding of the political, cultural and security situation of the Balkans.