

Position: Facilities Management and General Services Officer	Employment Regime: Seconded/Contracted	Post Category: Management Level ML-3
Ref. number: 033	Location: The Hague, the Netherlands	Availability: ASAP
Component/Department/Unit: Kosovo Specialist Chambers/ Division of Administration/Facilities Management and General Services Unit	Security Clearance Level: EU SECRET or equivalent	Open to Contributing Third States: Yes

Reporting Line:

The Facilities Management and General Services Officer reports to the Deputy Head of Facilities Management and General Services Unit.

Main Tasks and Responsibilities:

- To be responsible for the overall maintenance of the Specialist Chambers and Registry premises, including the maintenance of buildings, installations and infrastructure;
- To liaise with the Host State as lessor of the permanent premises on the on-going maintenance of the facilities;
- To manage team of dedicated Mechanical and Electrical Technicians organising their workload and providing technical guidance and assistance;
- To analyse reported building malfunctions and take appropriate prioritised remedial action(s) to ensure business continuity;
- To ensure development, design and implementation of projects related to the premises;
- To monitor and manage existing service and supply contracts;
- To provide input to premises assessments as required;
- To manage the acquisition of services, furniture, fittings & equipment, office consumables and other materials necessary for operations;
- To advise on the allocation of office space and to manage internal moves where necessary;
- To give operational and technical support in setting up of meeting rooms, including liaising with IT/AV support;
- To assist in the preparation and review the unit's budget proposals and acting as task officer, manage the implementation of the budget where required;
- To identify and follow-up malfunctions ensuring the proper actions for reparation;
- To draft the reports and policies as required by the senior management;
- To liaise and work together with the internal Fire Safety and Security staff;
- To act as the liaison officer with KSC field offices on matters relating to maintenance and provision of facilities management services;
- To undertake any other related tasks as requested by the Line Managers.

Essential Qualifications and Experience:

- Successful completion of University studies of at least three (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 four (4) years of relevant professional experience, after having fulfilled the education requirements.

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, Building Science or other related university studies;
- At least four (4) years of work experience in the building and construction industry, with minimum of two (2) years of progressively responsible facilities management experience;
- Experience and knowledge of basic IT tools, e.g. PCs, asset scanning tools, printers, and multifunctional units;
- Computer literacy (MS Office package: Word, Excel, PowerPoint, AutoCAD etc.);
- Ability to efficiently and effectively plan and follow up activities and to establish and maintain effective working relationships at all levels, also with external contractors;
- Ability to work independently or as part of a team; being proactive and capable of handling multiple tasks under time pressure;
- Very good interpersonal and communication skills in English, both written and oral;
- Minimum category B driving license;
- Ability to work productively in a fast-paced, deadline driven and team-oriented environment and produce accurate work under pressure and in difficult circumstances;
- Ability to establish and maintain effective working relations as a team member in a multi-cultural and multi-national environment;
- Demonstrated gender awareness and sensitivity; ability to promote an inclusive working environment and integrate a gender perspective into tasks and responsibilities.

Desirable

- Experience in working with the Host State and a satisfactory knowledge of the Dutch language;
- Training in the use of Building Management Systems, Emergency Power Systems;
- 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;
- International experience, particularly in crisis areas with multi-national and international organisations.