

Position: Language/Administrative Assistant (Albanian/Serbian)	Employment Regime: Seconded/Contracted	Post Category: Assistant Level AL-4
Ref. number: 062	Location: The Hague, the Netherlands	Availability: ASAP
Component/Department/Unit: Kosovo Specialist Chambers/ Judicial Services Division/ Victims Participation Office	Security Clearance Level: EU SECRET or equivalent	Open to Contributing Third States: Yes

Reporting Line:

The Language/Administrative Assistant reports to the Head of the Victims Participation Office.

Main Tasks and Responsibilities:

- To contribute to the establishment of the database for victims' applications;
- To manage, monitor and maintain records within the victims' application database and prepare statistical data as required;
- To translate victims' application forms and any accompanying documents from Albanian or Serbian into English;
- To check the application forms for completeness;
- To analyse the victims' application forms under the supervision of the Associate Legal Officer;
- To provide draft translation of documents from Albanian or Serbian into English;
- To provide consecutive interpretation in all communications with victims and any other stakeholders, as required;
- To maintain direct contact with victims and victim's applicants, as required;
- To undertake any other related tasks as requested by the Line Managers.

Additional Information:

- Temporary re-assignment to other units may be applicable due to operational demands/requirements.

Essential Qualifications and Experience:

- A level of secondary education attested by a diploma.

AND

- A minimum of one (1) year of relevant professional experience, after having fulfilled the education requirements.

Specification of Education and Experience

- Fluency in verbal and written English and excellent command of Albanian and/or Serbian, both verbal and written;
- Knowledge of general office and administrative support, including administrative policies, processes and procedures;
- Knowledge of database systems, such as case map, and ability to manage victims' application database;
- Excellent computer skills in MS Office applications (Word, Excel, PowerPoint; Access);
- Excellent interpersonal and communication skills in English, both verbal and written;
- Willingness to travel to Kosovo, Serbia and other places, as required;
- Good analytical and problem-solving skills;

- Good sense of organization, ability to identify priority assignments and activities and manage efficiently multiple tasks;
- Tact, accuracy and discretion in handling of sensitive and confidential information;
- Ability to work independently with minimum supervision;
- Ability to work productively in a fast-paced, team-oriented environment and produce accurate work under pressure;
- Ability to establish and maintain effective and constructive working relationships with people of different national and/or cultural backgrounds.

Desirable

- Previous working experience in a similar position in an international or a hybrid court system;
- Experience in working with possibly traumatized and vulnerable victims of serious and/or international crimes;
- Knowledge on the admissibility criteria for victims at the Kosovo Specialist Chambers and application on the case;
- 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.