

Position: Operations Assistant (Protection)	Employment Regime: Seconded/Contracted	Post Category: Assistant Level AL-1
Ref. number: 080	Location: The Hague, the Netherlands	Availability: ASAP
Component/Department/Unit Kosovo Specialist Chambers/ Judicial Services Division/Witness Protection and Support Office	Security Clearance Level: EU SECRET or equivalent	Open to Contributing Third States: Yes

Reporting Line:

The Operations Assistant (Protection) reports to the Associate Protection Officer.

Main Tasks and Responsibilities:

- To provide logistical and operational assistance, including driving duties, to the WPSO staff and the victims and witnesses within the Witness Protection Programme (WPP);
- To be able to travel to extensive missions of varying lengths of time at a short notice;
- To escort the victims and witnesses in the area of operations and during international travel;
- To deal with the practical needs of the victims and witnesses either appearing before the Specialist Chambers or elsewhere under the WPP;
- To manage the financial administration process according to the EU and/or Witness Protection and Support Office (WPSO) guidelines;
- To monitor the psycho-social wellbeing and stress levels of the victims and witnesses and to brief the (Associate) Psychologist/Support Officer;
- To liaise with the WPSO staff to plan, co-ordinate, forecast and disseminate victims and witnesses information regarding the court appearances;
- To inform the victims and witnesses about the court room procedures and their rights and obligations in those proceedings;
- To provide assistance and support to the victims and witnesses prior, during and after the court proceedings;
- To update all WPSO staff regarding daily activities and itinerary;
- To facilitate and provide language assistance for the WPSO;
- To ensure timely and correct data entry into and maintenance of WPSO database;
- To undertake any other related tasks as requested by the Line Managers.

Essential Qualifications and Experience:

- A level of secondary education attested by a diploma
- AND
- A minimum of ten (10) years of relevant professional experience, after having fulfilled the education requirements.

Specification of Education and Experience

- Experience with the logistical arrangements, translation and support to sensitive and/or traumatized victims and witnesses in a national or international organisation or in a similar security sensitive environment;
- Knowledge of and fluency in the following two official languages of the Kosovo Specialist Chambers and Specialist Prosecutor's Office: Albanian and Serbian;
- Very good interpersonal and communication skills in English, both written and oral;
- Willingness and ability to work flexible hours;
- Computer skills in MS Office applications (Excel, Word, PowerPoint, Access) and proven experience in input of data and maintenance of database in a court environment;

- Ability to act with utmost discretion and maintain confidentiality;
- Valid driving license of minimum category B;
- 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;
- Demonstrated gender awareness and sensitivity; ability to promote an inclusive working environment and integrate a gender perspective into tasks and responsibilities.

Desirable

- Work experience in a conflict or post conflict context and/or in a security sensitive environment;
- Good understanding of the political, cultural and security situation of the Balkans, in particular Kosovo.