

<b>Position:</b> Operations Assistant (Operations)	<b>Employment Regime:</b> Seconded/Contracted	<b>Post Category:</b> Assistant Level AL-2
<b>Ref. Number:</b> 083	<b>Location:</b> The Hague, The Netherlands	<b>Availability:</b> ASAP
<b>Component/Department/Unit</b> Kosovo Specialist Chambers/ Judicial Services Division/ Witness Protection and Support Office	<b>Security Clearance Level:</b> EU SECRET or equivalent	<b>Open to Contributing Third States:</b> Yes

### Reporting Line:

The Operations Assistant reports to the Associate Operations Officer.

### Main Tasks and Responsibilities:

- To assist the Associate Operations Officer by ensuring that the efficient logistical and operational arrangements are in place for witnesses required to travel to The Netherlands;
- To provide services to the Protection Unit, when required, and to witnesses in the Witness Protection Program (WPP), when necessary;
- To provide translation services and support to victims and witnesses;
- To provide all logistical and operational assistance, including driving duties;
- To escort the victims and witnesses in the area of operations and during international travel;
- To manage the financial administration process of the victims and witnesses according to the EU and/or Witness Protection and Support Office (WPSO) guidelines;
- To monitor the psycho-social wellbeing and stress level of the victims and witnesses and if necessary to brief the Support Officer;
- 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 liaise with the WPSO staff to plan, co-ordinate, forecast and disseminate victims and witnesses' information regarding the court appearances;
- To update all WPSO staff related to the day's activities and itinerary;
- To ensure timely and correct data entry and maintenance of WPSO database;
- To maintain at all times strict confidentiality about any matters related to the victims and witnesses;
- To undertake any other tasks as requested by the Line Managers.

### Education and Experience:

Essential

- Level of secondary education attested by a diploma;

AND

- After having fulfilled the education requirement, a minimum of eight (8) years of relevant professional experience.

Specification of Education and Experience

- Minimum category B driving license;
- Proven ability to work under highly demanding and stressful conditions, using time effectively and efficiently, and to prioritize and manage a high workload on occasions;

- Experience in working with the logistical arrangements, translation and support to sensitive and/or traumatized witness in a witness (protection) unit or in a national or international organization or a hybrid court;
- Knowledge of the one of the official languages of the Kosovo Specialist Chambers and Specialist Prosecutor's Office: in particular Albanian.
- Very good interpersonal and communication skills, both written and oral;
- Computer skills in MS Office applications (Excel, Word, PowerPoint, Access) and proven experience in input of data and maintenance of database in a court support environment;
- 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.

#### Desirable

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