

<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 (Operations) reports to the Operations Officer.

### Main Tasks and Responsibilities:

- To assist the Operations Officer by ensuring that the efficient logistical and operational arrangements are in place for witnesses required to appear before the Kosovo Specialist Chambers;
- To provide operational and logistical support and other services to the Witness Protection and Support Office (WPSO), when required, and to witnesses in the Witness Protection Program (WPP), when necessary;
- To provide or facilitate translation and interpretation services to victims and witnesses;
- 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 WPSO guidelines;
- To monitor the psycho-social wellbeing and stress level of the victims and witnesses and, if necessary, to brief the (Associate) Psychologist/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 regarding daily activities and itinerary;
- To ensure timely and correct data entry into and maintenance of WPSO database;
- To undertake any other tasks as requested by the Line Managers.

### Essential Qualifications and Experience:

- A level of secondary education attested by a diploma
- AND
- A minimum of eight (8) 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 traumatised witnesses in a national or international organisation or a hybrid court;
- Very good interpersonal and communication skills in English, both written and oral;
- Knowledge of and fluency in at least one of the following official languages of the Kosovo Specialist Chambers and Specialist Prosecutor's Office: Albanian or Serbian;
- Excellent 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;
- Valid driving license of minimum category B;

- Ability to act with utmost discretion and maintain confidentiality;
- 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;
- Good understanding of the political, cultural and security situation of the Balkans, in particular Kosovo.