

<b>Position:</b> Information Management and Library Assistant (Information Governance)	<b>Employment Regime:</b> Seconded/Contracted	<b>Post Category:</b> Assistant Level AL-3
<b>Ref. number:</b> 140	<b>Location:</b> The Hague, the Netherlands	<b>Availability:</b> ASAP
<b>Component/Department/Unit:</b> Kosovo Specialist Chambers/ Immediate Office of the Registrar	<b>Security Clearance Level:</b> EU SECRET or equivalent	<b>Open to Contributing Third States:</b> Yes

### Reporting Line:

The Information Management and Library Assistant reports to the Information and Records Management Officer.

### Main Tasks and Responsibilities:

- To process library tasks, including cataloguing, shelving, circulation and research enquiries;
- To monitor the Library subscriptions and assist in related contract management;
- To monitor service requests related to the Information Governance function and to ensure timely completion and/or escalation;
- To process file plan and security permission change requests throughout the organisation;
- To assist in ensuring adherence to information security and data protection policies throughout the organisation;
- To train and support users in the implementation of information management, information security and data protection policies;
- To provide immediate administrative assistance to the Information Governance function, including maintaining the filing system, preparation of drafts, correspondence and documents for a completion and to coordinate with other units, as required;
- To undertake any other related tasks as requested by the Line Managers.

### Additional Information:

- Temporary re-assignments to other units of the Registry 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 five (5) years of relevant professional experience, after having fulfilled the education requirements.

### Specification of Education and Experience

- Excellent computer skills in MS Office applications (Word, Excel, PowerPoint) and Microsoft SharePoint experience;
- Excellent organisational and planning skills with ability to multi-task;
- Good analytical and problem-solving skills;
- Excellent interpersonal and communication skills in English (both verbal and written);
- 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 environment and produce accurate work under pressure and in difficult circumstances;
- Ability to establish and maintain effective 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

- Prior working experience in a national and/or international criminal or hybrid court;
- Prior experience in library or information management roles;
- At least two (2) years of experience in security permission management for Microsoft SharePoint and Microsoft Windows environments;
- International experience, particularly in crisis areas with multi-national and international organisations;
- Knowledge of the functioning of the EU and in particular CSDP Missions;
- Understanding of the political, cultural, and security situation of the Balkans, in particular Kosovo.