

Position: Head of Victims' Participation Office	Employment Regime: Seconded/Contracted	Post Category: Expert Level E-3
Ref. number: 158	Location: The Hague, the Netherlands	Availability: ASAP
Component/Department/Unit: Kosovo Specialist Chambers/ Division of Judicial Services/ Victims' Participation Office	Security Clearance Level: EU SECRET or equivalent	Open to Contributing Third States: Yes

Reporting Line:

The Head of Victims' Participation Office reports to the Registrar through the Head of the Judicial Services Division and the Deputy Registrar.

Main Tasks and Responsibilities:

- To manage the Registry's Victims' Participation Office;
- To act as the Registry representative, both internally and externally to the Specialist Chambers, representing and promoting the rights of the victims and in matters related to the provision of victims' participation;
- To oversee the efficient processing of applications made by alleged victims to participate in proceedings before the Specialist Chambers, including the management of workflow and the related electronic system, and to liaise for that purpose with the Head of Information Technology Services Unit, the Senior Information and Records Management Advisor and the Head of Court Management Unit;
- To manage outreach programmes and other communication, in close collaboration with the Public Information and Communication Unit, and including through coordination with recognized and respected civil society organizations;
- To oversee the services provided to alleged victims in relation to Specialist Chambers' proceedings, as provided for in the Specialist Chambers' Rules of Procedure and Evidence, including by ensuring adequate assistance and legal representation, the provision of the requisite notifications and information, as participating victims are entitled, and ensuring individual victims' protection, as appropriate through all stages of proceedings;
- To ensure the proper administration, oversight and monitoring of victims' participation legal assistance budget;
- To ensure that the representation of victims meets internationally recognized standards through rigorous procedures based on agreed eligibility and selection criteria for Victims' Counsel and support teams, monitoring and management of an effective complaints procedure;
- To ensure gender sensitive measures and expert input, advice and representation in relation to victims of sexual violence at all stages of proceedings, as well as the training of staff of the Victims' Participation Office and Victims' Counsel, on issues of trauma, sexual violence, security and confidentiality;
- To act as a second Victims' Counsel and/or provide witness representation, if required;
- To undertake any other related tasks as requested by the Line Managers.

Essential Qualifications and Experience:

- Successful completion of University studies of at least four (4) years attested by a diploma OR a qualification in the National Qualifications Framework which is equivalent to level 7 in the European Qualifications Framework OR a qualification of the second cycle under the framework of qualifications of the European Higher Education Area e.g. Master's degree

AND

- A minimum of twelve (12) years of relevant professional experience, after having fulfilled the education requirements, out of which a minimum of four (4) years at management level.

Specification of Education and Experience

- The above mentioned University degree must be in Law;
- A minimum of twelve (12) years of progressively responsible practical legal experience, preferably in victim-related issues;
- Managerial experience, preferably within or in relation to an international, hybrid or national criminal court;
- Experience in drafting legal documents, preferably legal texts and court filings, as well as experience as a lawyer in criminal and/or tort-related matters;
- Experience in dealing with victims' needs and requests, preferably including outreach in relation to victims of crimes committed on a large scale;
- Excellent organisational skills, including experience in managing filings and applications, and employing electronic data management systems;
- Excellent communication skills in English, both written and oral;
- Excellent interpersonal skills, including the ability to interact responsibly within the organisation and with other institutions in highly sensitive matters;
- 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, constructive working relationships with people from different national and cultural backgrounds;
- Demonstrated gender awareness and sensitivity; ability to promote an inclusive working environment and integrate a gender perspective into tasks and responsibilities.

Desirable

- Experience in setting up, reforming or managing an office handling victims' applications for participation in proceedings or for reparations, at an international, national or hybrid criminal institution;
- Experience in managing common legal representatives for victims;
- Experience in acting as a common legal representatives, especially for victims;
- Experience in handling confidential information with tact, discretion and accuracy, and experience in the implementation of protective measures;
- Specialist knowledge and/or experience of particularly vulnerable victim groups, such as children and/or victims of sexual or gender based violence;
- International experience in crisis areas within multi-national and international organizations in the criminal justice and/or human rights field;
- Good understanding of the political situation in the Balkans, in particular Kosovo, and preferably also of the situation of victims of serious crimes.