

<b>Position:</b> Language Support Services Coordinator (SPO)	<b>Employment Regime:</b> Seconded/Contracted	<b>Post Category:</b> Management Level ML-2
<b>Ref. number:</b> 557	<b>Location:</b> The Hague, the Netherlands	<b>Availability:</b> ASAP
<b>Component/Department/Unit:</b> Specialist Prosecutor's Office/ Division of Prosecution and Investigation/Disclosure and Evidence Unit/Language Support Team	<b>Security Clearance Level:</b> EU SECRET or equivalent	<b>Open to Contributing Third States:</b> Yes

**Reporting Line:**

The Language Support Services Coordinator reports to the Senior Legal Adviser.

**Main Tasks and Responsibilities:**

- To provide specialised operational support for the daily functioning of the Language Support Team (LST) and ensure an orderly processing of all language service requests, from receipt of the request to delivery of the final product;
- To develop and improve processes and systems related to the document management and automated workflow within LST, to incorporate these processes and systems into the linguists' workflow in order to enhance the efficiency and timeliness of output;
- To make recommendations to the Senior Legal Adviser on operational matters;
- To assist the SPO Units and Teams in fulfilling pre-trial and trial disclosure obligations towards the defence and victims counsel, including through the use of sophisticated automation tools;
- To design, oversee and implement processes and protocols for tracking tasks to deliver translations, transcription and multi-language redactions to the requested level of revision on time and to the required international criminal justice standards;
- To create and maintain appropriate templates, protocols and language digests to ensure the quality and consistency of interpretation/translation/transcription/redaction work products;
- To supervise and manage the performance of LST staff and contractors as delegated by the Senior Legal Adviser;
- To plan and coordinate the work of in-house and external translation providers to determine priorities in language support services and assign translation and revision work to in-house staff and external contractors ensuring the most efficient use of LST resources while meeting the requirements of judicial proceedings to coordinate work of translation teams working on large volume material ensuring timely delivery of integral product;
- To act as a focal point with manufacturers and assist the staff of the SPO CIS Team in testing, upgrading and troubleshooting language technology applications;
- In coordination with CIS Team, to ensure that the support infrastructure, hardware and software is adequately maintained to meet the needs of SPO staff and clients;
- To support LST staff and clients in the use of the language technology tools, to develop manuals and provide relevant training for the users;
- To work closely with CIS Team and other SPO colleagues on technical issues and provide necessary input for developing integrated tools and processes;
- To undertake any other related tasks as requested by the Line Managers.

**Essential Qualifications and Experience:**

- Successful completion of University studies of at least three (3) years attested by a diploma OR a qualification in the National Qualifications Framework which is equivalent to level 6 in the

European Qualifications Framework OR a qualification of the first cycle under the framework of qualifications of the European Higher Education Area e.g. Bachelor's degree

AND

- A minimum of seven (7) years of relevant and professional experience, after having fulfilled the education requirements.

Specification of Education and Experience

- The above-mentioned University degree must be in at least one of the following fields of expertise: Languages, Translation and Terminology Management, Process Automation, Business or Industrial Management, Social Sciences or other related university studies;
- Perfect command of English;
- Excellent organisational, interpersonal and communication skills;
- Ability to work effectively, remain calm and deliver work under stressful conditions;
- Ability to prioritise and manage a high workload while complying with deadlines;
- Ability to act with utmost discretion and maintain confidentiality;
- Ability to establish and maintain effective, 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

- Knowledge of the two official languages of the Kosovo Specialist Chambers and Specialist Prosecutor's Office: Albanian and Serbian;
- Good understanding of the political, cultural and security situation of the Balkans, in particular Kosovo;
- Knowledge of the functioning of the EU and in particular CSDP missions.