

EUROPEAN EXTERNAL ACTION SERVICE



Annex 1

European Union Rule of Law Mission in Kosovo EULEX 2-2026 Call for Contributions Requirements and Job Descriptions				
Organisation:	European Union Rule of Law Mission in Kosovo			
Job location:	As indicated below			
Employment regime:	As indicated below			
Job titles/ vacancy notice:	Ref.:	Name of the post:	Location:	Availability:
	<u>Seconded (15)</u>			
	EK 60021	Executive Officer	Pristina	ASAP
	EK 60029	Internal Auditor	Pristina	ASAP
	EK 60030	Verification Officer	Pristina	ASAP
	EK 60031	Head of Press and Public Information Office/ Spokesperson	Pristina	ASAP
	EK 60035	Reporting Officer	Pristina	ASAP
	EK 60035	Reporting Officer	Pristina	ASAP
	EK 60050	Head of Human Resources Section	Pristina	01 Sept 2026
	EK 60091	Deputy Head of Case Monitoring Unit	Pristina	ASAP
	EK 60092	Justice Monitor	Pristina	ASAP
	EK 60097	Thematic Lead Monitor - Hate Crimes	Pristina	01 Dec 2026
	EK 60101	Head of Police Advisors Unit	Mitrovica	ASAP
	EK 60251	Deputy Head of Security and Health Department	Pristina	ASAP
	EK 60265	Team Leader Armed Protection Unit	Pristina	03 Aug 2026
EK 60267	Close Protection Operator	Pristina	ASAP	

	EK 60300	Member of the Human Rights Review Panel (part-time)	Pristina (hybrid)	ASAP
<u>Seconded/ Contracted (3)</u>				
	EK 60051	Deputy Head of Human Resources Section	Pristina	ASAP
	EK 60205	Head of Finance Unit	Pristina	ASAP
	EK 60220	Head of Communication and Information Systems Unit	Pristina	ASAP
Deadline for applications:	Thursday, 25 June 2026, at 17:00 (Brussels time)			
Applications must be submitted to:	<p>1) You have the nationality of an EU Member State: you must use Goalkeeper to apply:</p> <p style="padding-left: 20px;">a) You are already registered on Goalkeeper AND you have an EU Login: https://goalkeeper.eeas.europa.eu/registrar/web</p> <p style="padding-left: 20px;">b) You do not have a Goalkeeper account or an EU Login: https://goalkeeper.eeas.europa.eu/registrar/web/DPA/357/details.do</p> <p>2) You do not have the nationality of an EU Member State: Only seconded nationals of a non-EU Contributing Third State can be proposed by their National Seconding Authority (no personal applications will be considered): Please contact your seconding authority to send them your application form.</p> <p><i>Please note: Seconded positions are only available for candidates already validated in the database of their Seconding Authority. Please contact your National Seconding Authority for more information on applying for vacant seconded positions. We cannot provide contact details of National Seconding Authorities.</i></p>			
Information:	<p>For more information relating to selection and recruitment, please contact the Civilian Operations Headquarters (CivOpsHQ):</p> <p>Ms Leire MARTIN</p> <p>CIVOPSHQ-HR-EULEX-Kosovo@eeas.europa.eu</p> <p>+32 (0)2 584 60 89</p>			

Please note that the Country Threat Assessment (CTA) of the country might change at any point during the call for contribution cycle. It may have an impact on mission members' working conditions, including financial and leave entitlements. The CTA mentioned in this call for contribution is valid on the date of its publication.

Low/Moderate/Significant Threat Non-Family Mission

The European Union Rule of Law Mission in Kosovo (EULEX Kosovo) bears a Low to Moderate Threat Non-Family Mission status. As such, the Mission takes no responsibility for family members of mission members visiting or habitually residing in the country. Only international mission members are covered by the Mission status (SOMA), MEDEVAC or security/evacuation arrangements and use of Mission assets including vehicles. All costs for family members in the Mission area, including insurance, are the respective staff member responsibility.

Seconded personnel – For seconded positions, only personnel nominations received through official channels from EU Member States will be considered. EU Member States will bear all personnel-related costs for seconded personnel, including salaries, medical coverage, travel expenses to and from the Mission area (including home leave) and allowances other

than those paid according to the Council documents ST 7291/09 (10 March 2009), as amended by ST 9084/13 (30 April 2013) and by ST 14108/25 (30 October 2025).

Seconded personnel from Contributing Third States – Based on a political decision, Contributing or Invited Third States may be considered. Personnel seconded from Contributing Third States are not entitled to receive allowances paid according to Council Documents ST 7291/09 (10 March 2009), as amended by ST 9084/13 (30 April 2013) and by ST 14108/25 (30 October 2025).

Contracted personnel – Council Decisions establishing civilian CSDP missions stipulate that the missions will consist primarily of staff seconded by EU Member States or EU institutions and the EEAS. International and local staff may exceptionally be recruited on a contractual basis if the functions required cannot be provided by personnel seconded by EU Member States.

The OPLAN and the employment contract with the Mission establishes the conditions of employment, rights and obligations, remuneration, allowances, travel and removal expenses and the applicable high/critical threat insurance policy.

In line with the policy on increasing the presence of secondment experts in civilian CSDP to strengthen the ownership of EU Member States over missions, the overall duration of subsequent contracts with one mission cannot exceed a maximum cumulative period of six years.

Moreover, the duration of any contract cannot exceed the duration of the mandate of the mission and that there is no legitimate expectation or a right for a new contract. This rule will apply to all types of missions (low, moderate, significant, high and critical threat missions).

Once the maximum cumulative period of subsequent contracts of six years in a /mission has been exhausted, the international contracted staff will not be eligible for a post in that mission and cannot be offered a new contract in that mission. However, she or he may apply to other missions.

Specificities for high or critical threat missions

International contracted staff having exhausted their maximum cumulative period of six years of subsequent contracts in one or more high or critical threat missions can apply for posts in other high or critical threat missions only after a period of one year has passed since the end of the last contract with a high or critical threat mission (“cooling off period”) at the date of their application. For the purpose of this paragraph, consecutive contracts are defined as contracts between which the time elapsed is less than one year.

Should the threat assessment of a mission change during the contract of an international contracted staff from lower, moderate or significant to high or critical or vice versa, only the high or critical threat periods will be accounted for the maximum cumulative period of six years. The period will be counted from the date when the CivOpCdr informs the respective mission about the change in the threat level.

Contracted candidates for which the selection procedure and/or deployment would result in exceeding the maximum cumulative period as described above, preventing a full twelve month deployment, will not be eligible.

Documents supporting educational qualifications and work experience should be accompanied by certified translations of the original documents in the English language, if issued in another language, in accordance with the European Commission Guidelines for Lifelong Learning, which ensures transparency in higher education and fair and informed judgements about qualifications.

Tour of duty/contract period – Subject to the adoption of the Council Decision extending the Mission mandate and approving the appropriate Budgetary Impact Statement, the duration of the deployment should be of 12 months.

The Civilian Operation Commander requests that EU Member States and Contributing Third States (Contributing States) propose candidates for the following international expert positions for EULEX Kosovo, according to the requirements and profiles described below:

I. GENERAL CONDITIONS

Citizenship – Candidates must have a citizenship of an EU Member State or of a Contributing Third State.

Integrity – Candidates must maintain the highest standards of personal integrity, impartiality and self-discipline within the Mission. Selected candidates are not allowed to provide or discuss any information or document as a result of access to classified and/or sensitive information relating to the Mission or respective tasks and activities. They shall carry out their duties and act in the interest of the Mission.

Flexibility and adaptability – Candidates must be able to work in arduous conditions with a limited network of support, with unpredictable working hours and a considerable workload. They must have the ability to work professionally as a member of a team, in task forces and working groups with mixed composition (e.g. civilian and military staff) and be able to cope with extended separation from family and usual environment.

Availability – Candidates must be able to undertake any other tasks related with the competencies, responsibilities and functions of the respective position within the Mission, as required by the Head of Mission.

Serious deficiencies in any of these general conditions may result in repatriation/termination of the secondment/contract.

II. REQUIREMENTS

II.A Essential requirements

The following are essential requirements in respect of civilian international experts to the Missions for all Job Descriptions:

Physical and mental health – Candidates must be physically fit and in good health without any physical or mental problems or substance dependency which may impair operational performance in the Mission and in its Area of Operation. Selected candidates should undergo an extensive medical examination as requested by the seconding authority or the Mission in accordance with “Fit to work clearance” procedure prior to recruitment/deployment to prove that they comply with the requirement.

To ensure duty of care in the CSDP Mission, selected seconded/contracted candidates shall be able to serve the full period of secondment/contract before reaching the normal age of retirement in Contributing States/country of residence.

Education and training – Candidates should have a recognised qualification under the European Qualifications Framework (EQF), or equivalent, at a level specified in the individual job descriptions. Candidates are advised to verify their compliance through the link: <https://ec.europa.eu/ploteus/content/descriptors-page>.

Knowledge – Candidates should have knowledge of the EU Institutions and Mission Mandate, particularly related to the Common Foreign and Security Policy (CFSP), including the Common Security and Defence Policy (CSDP).

Skills and abilities

Language skills – Candidates must have the understanding, speaking, and writing proficiency in English, the working languages of the Mission. Certain positions may require higher language skills further specified in the individual job descriptions. The Mission may seek to facilitate language training and where appropriate, specialist language training, for newly recruited mission staff members. Candidates are advised to verify their proficiency through the following link: <https://europa.eu/europass/en/common-european-framework-reference>.

Communication and interpersonal skills – Candidates must have excellent interpersonal and communication skills, both written and oral.

Organisational skills – Candidates must have excellent organisational skills, with the ability to prioritise work to meet deadlines, and a concern for order and accuracy.

Digital skills – Candidates must have basic digital skills in the competency areas: information and data literacy, communication and collaboration, digital content creation, safety and problem solving. Candidates are advised to verify their proficiency through the following link: <https://digital-strategy.ec.europa.eu/en/news/test-your-digital-skills-and-thrive-digital-world>.

Driving skills – Candidates must be in possession of a valid – including Mission area – civilian driving licence for motor vehicles (Category B or equivalent). They also must be able to drive any 4-wheel-drive vehicle.

Serious deficiencies in any of these general conditions may result in repatriation/termination of the secondment/contract.

II.B Desirable requirements

Knowledge of the Mission area – Candidates should have a good knowledge of the history, culture, social and political situation of the region and also knowledge of the police, judiciary and governmental structures, as applicable.

Knowledge and experience of Security Sector Reform – Candidates must be acquainted with Security Sector Reform concepts and practices, especially in the Mission area, as applicable.

Training and experience – Candidates should have attended a Civilian Crisis Management Course or equivalent.

Language – Knowledge of local language(s), depending on the job tasks and responsibilities.

Driving licence – Category C driving licence.

III. ESSENTIAL DOCUMENTS AND EQUIPMENT FOR SELECTED CANDIDATES

Passport – Selected candidates must have a biometric passport from their respective national authorities valid for at least six months. If possible, a Service Passport or Diplomatic Passport should be issued.

Visas – Contributing States and selected candidates must ensure that visas are obtained for entry into the Mission area prior to departure from their home country. It is also essential to obtain any transit visas, which may be required for passage through countries on route to the Mission.

Education diploma(s)/certificate(s) and/or professional certificate(s) – Selected international contracted candidates must have and present to the Mission the university

diploma or the professional certificate/diploma, depending on the job description, before signing the contract or taking up their duties.

Required Personnel Security Clearance (PSC) or Certificate of Good Conduct – Selected candidates will have to be in possession of the necessary level of a Personnel Security Clearance (PSC) as specified in the respective job descriptions. In case of lack of such requirement in the job description, selected candidates are required to present a valid official document from their respective country's competent National Authority confirming the lack of convictions for crimes or offences under common law, not older than 3 months (the so-called **Certificate of Good Conduct**).

In case of the PSC requirement: seconded experts must provide the original certificate of the national security clearance or a proof of the initiation of the process upon deployment. For contracted experts, the process will be initiated by the Mission upon deployment. Please note that the role of the Mission is limited to initiation of the process and the Mission declines all responsibility regarding its final outcome.

In any case, the final PSC certificate must be presented within 12 months from the deployment. Failing to meet this requirement will result in the termination of the secondment/contract and no extension can be granted. Please note that Heads of Mission, Deputy Heads of Mission and Senior Mission Security Officers must always provide a valid PSC upon their deployment – a proof of initiation of the PSC is not accepted.

In case of the **Certificate of Good Conduct**, seconded experts must deliver such a certificate to their respective Seconding Authority. Contracted experts must deliver such a certificate to the Mission's Human Resources before their deployment. In case of possession of multiple nationalities, or if a candidate has or had his/her residence in a country, which is not his/her country of origin, a certificate must be issued by every country where the selected candidate has had his/her residence for a period longer than 1 year during the last 5 years preceding the deployment (except if he/she resided there prior to reaching the age of 18 years).

For Contributing Third States selected candidates, an equivalence to access to the required level of EUCI will be delivered on the basis of Security of Information Agreement or Administrative Arrangements with EU or, in their absence, on the basis of the Framework Participation Agreements.

Certificate/booklet of vaccination – Selected candidates must be in possession of a valid certificate/booklet of vaccination showing all vaccinations and immunisations received. They also must be vaccinated according to the required immunisations for the Area of Operation of the Mission.

Medical certificate – Selected candidates should undergo an extensive medical examination and be certified medically fit for Mission duty. A dental examination is also required to certify that no eminent dental issues are foreseen.

For selected contracted candidates, in compliance with "Fit to work clearance procedure", a copy of the result of the medical examinations as well as the fitness to work certificate, for seconded selected candidate, the fitness to work certificate must be sent to the Medical Adviser of the Mission before joining the Mission. Medical data will be handled with confidentiality and in line with EU Charter of Fundamental Rights and the Standard Operating Procedure on the protection of personal data (CivOpCdr Instruction 12-2018 as amended.)

The Heads of Mission reserve the right to reject the recruitment of any selected candidate that proves to be medically unfit to work in a civilian CSDP Mission.

Personal protection equipment – It is recommended that national authorities provide seconded selected candidates with protection equipment.

Deficiencies in any of the documents requested for a specific position may result in failure of the selection process.

IV. ADDITIONAL INFORMATION

Equal opportunities – The EEAS and Civilian CSDP Missions are committed to an equal opportunities policy for all its staff and applicants for posts. The EEAS and Civilian CSDP missions are committed to promoting gender equality and to preventing discrimination on any grounds. They actively welcome applications from all qualified candidates from diverse backgrounds and from the broadest possible geographical basis amongst the EU Member States. It aims at a service, which is truly representative of society, where each staff member feels respected, is able to give their best and can develop their full potential.

Gender balance – The EU strives for improved gender balance in CSDP operations in compliance with EU policy and UNSCR 1325 on Women, Peace and Security (WPS). The CivOpsHQ encourages the EU Member States and European Institutions to take this into account when putting forward candidates at all levels.

Application form – Applications will be considered only when using the online application form (AF) accessible on the Goalkeeper-Registrar software module, indicating which position(s) the candidate is applying for. Candidates seconded by Contributing Third States will apply using the dedicated application form returned in Word format.

Selection process – Candidates considered to be most suitable will be shortlisted and, if needed, interviewed in Brussels, at the Headquarters of the Mission or via video conference before the final selection is made. If seconded candidates are required to travel to Brussels/Mission Headquarters for interviews, the Contributing States will bear any related costs. Candidates should be selected on the basis of relevant competence and experience, while strict priority shall be given to seconded candidates. Contracted candidates will be selected only on exceptional basis.

Information on the outcome – Contributing States and contracted candidates (applying for seconded/contracted positions) will be informed about the outcome of the selection process after its completion.

Training – The selected candidates should complete Missionwise and e-SAFE modules, which are designed for the delegations or an equivalent course. The modules can be accessed in the following link: <https://webgate.ec.europa.eu/eeas/security-e-learnings>.

Pre-Deployment Training (PDT) – The selected candidates should have undergone Pre-Deployment Training in accordance with the CSDP agreed Training Policy, or a national alternative of the course.

Data protection – The EEAS/CivOpsHQ processes personal data pursuant to Regulation (EC) 2018/1725 on the protection of individuals with regard to the processing of personal data by the EU institutions, bodies, offices and agencies and on the free movement of such data. Mission handles personal data whilst respecting the Standard Operating Procedure on the protection of personal data (CivOpCdr Instruction 12-2018 as amended.)

The Privacy Statement is available on the EEAS website.

V. JOB DESCRIPTIONS

The current reporting lines of the following job descriptions might be subject to modification based on operational requirements and in line with the principles set out in the Operational Plan (OPLAN).

SECONDED POSITIONS

Position: Executive Officer	Employment Regime: Seconded	
Ref. Number: EK 60021 Confirmed Vacancies: 1 Pending Vacancies: 0	Location: Western Balkans Region (Kosovo)	Availability: ASAP
Component/Department/Unit: Office of the Chief of Staff	Security Clearance Level: NOT REQUIRED	Open to Contributing Third States: NO

1. Reporting Line:

The Executive Officer reports to the Chief of Staff (CoS).

2. Main Tasks and Responsibilities:

- To support and advise CoS in the execution of his/her functions and to assist in the daily management of the Office of the Chief of Staff, including management of local staff as assigned by the CoS;
- To serve as principal point of contact for the CoS, co-ordinating and following up, inter alia, with senior Mission staff, the Civilian Operations Headquarters (CivOpsHQ), and external interlocutors as appropriate;
- To handle the follow-up to CoS tasking and co-ordinating incoming requests; upon receiving instructions from CoS, ensuring that timely and appropriate action is made, such as initiating meetings for CoS, compiling inputs and preparing draft responses;
- To ensure that advice and information provided for the CoS by Mission staff is coordinated with all relevant components of the Mission prior to its submission to the CoS;
- To assist in drafting plans, directives, letters, SOPs, orders and instructions to be approved and/or issued by the Head of Mission;
- To review reports, letters and other documents prepared for signature by CoS ensuring quality and accuracy in substance;
- To maintain contact with local authorities, governmental organisations, non-governmental organisations and other interlocutors as directed by the CoS;
- To attend internal meetings on behalf of the CoS;
- To accompany the CoS to meetings and to take minutes.

3. General Tasks and Responsibilities:

- To contribute to mission reporting in the area of competence;
- To contribute to the identification of lessons and best practice in the area of competence;
- To take account of gender equality and human rights aspects in the execution of tasks;
- To perform any other tasks assigned by the CoS.

4. Essential Qualifications and Experience:

- Successful completion of university studies of at least 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 OR equivalent and attested police and/or military education or training or an award of an equivalent rank;
AND
- A minimum of 4 years of relevant professional experience, after having fulfilled the educational requirements;

5. Essential Knowledge, Skills and Abilities:

- Administrative skills (office management, event planning, project management);
- Professional fluency in English, both oral and written with strong briefing, drafting and editing skills;

6. Desirable Qualifications and Experience:

- Educational qualification in the field of Political Science, International Relations, Diplomacy, Social Sciences, Business Administration or other related university studies;
- Proven analytical skills, ability to identify problems and recommend practical solutions;
- Working experience as a Special Assistant or Executive Officer to senior management;
- Experience in effectively reviewing, developing and managing workflows and standard operating procedures and communication flows.

7. Desirable Knowledge, Skills and Abilities:

- High degree of initiative;
- Demonstrated organisational, analytical, communication and interpersonal skills;
- Ability to brief complex plans comprehensively, accurately and coherently;
- Proven ability to work methodically, accurately and with attention to details as well as to tight deadlines;
- Ability to work on a multitude of activities at the same time with limited supervision;
- Ability to establish and maintain effective working relationships with people of different national and professional backgrounds;
- Absolute discretion, reliability and trustworthiness
- Sound knowledge of the functioning of the EU and, in particular, CSDP missions;
- Knowledge of the administrative rules and regulations relevant to CSDP missions.

Position: Internal Auditor	Employment Regime: Seconded	
Ref. number: EK 60029 Confirmed Vacancies: 1 Pending Vacancies: 0	Location: Western Balkans Region (Kosovo)	Availability: ASAP
Component/Department/Unit: Office of the Chief of Staff/ Financial Control Office	Security Clearance Level: NOT REQUIRED	Open to Contributing Third States: NO

1. Reporting Line:

The Internal Auditor reports to the Head of Mission and is administratively line managed by the Chief of Staff.

2. Main Tasks and Responsibilities:

- To lead a small audit team in charge of planning and conducting financial, systems and performance audit controls;
- To advise the Head of Mission/ Chief of Staff and all concerned parties on dealing with risks and provide independent advice on quality control systems and processes;
- To advise and assist the Head of Mission/ Chief of Staff to ensure compliance with internal control standards;
- To assist and promote sound financial management;
- To assist the Head of Mission/ Chief of Staff in identifying and controlling significant risks related to the achievement of the Common Security Defence Policy (CSDP) Mission objectives;
- To evaluate adequacy of management control systems, the implementation of policies, systems and procedures particularly in relation to administrative functions;
- To be responsible for planning and conducting financial systems and performance audit controls;
- To establish a risk-based ex post financial control function to be performed in compliance with recognised audit standards and applicable rules;
- To develop a risk-based audit programme for validation by the Mission management;
- To draft audit procedures and methods to meet the objective of the audit engagements;
- To prepare high quality operational audit reports, present findings and recommendations on actions taken;
- To ensure financial operations are legally and regularly executed and accounts are reliable by conducting ex-post financial checks based on audit methodologies;
- To propose and establish risk mitigation systems along the Mission financial circuits to improve compliance with financial control rules and standards;
- To evaluate adequacy of management and control systems and the implementation of policies, systems and procedures particularly in relation to administrative functions;
- To examine if resources are used efficiently and economically to achieve effective results.
- To operate in accordance with relevant rules and regulations, and internationally established professional internal auditing standards;
- To prepare an annual audit report containing a summary of the number and type of internal audits, a synthesis of the recommendations and the actions taken;
- To make recommendations to the Mission management to improve efficiency and effectiveness of Mission operations.

3. General Tasks and Responsibilities:

- To identify and report on lessons learned and best practices within the respective area of responsibility;
- To contribute and ensure timely reporting on activities within the respective area of responsibility;
- To take account of gender equality and human rights aspects in the execution of tasks;
- To undertake any other related tasks as requested by the line manager(s).

4. Essential Qualifications and Experience:

- Successful completion of university studies of at least 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. The qualification should be in the field of Accounting, Finance, Business Administration, or any other related field;
AND
- A minimum of 4 years of relevant professional experience, after having fulfilled the education requirements.

5. Essential Knowledge, Skills and Abilities:

- Knowledge of audit and accounting principles;
- Ability to plan and conduct financial, systems, and performance audit controls effectively;
- Knowledge of internal control standards and compliance requirements;
- Ability to deliver high-quality reports and make recommendations;
- Analytical, research and problem-solving skills;
- Experience working with financial/accounting/audit management software.

6. Desirable Qualifications and Experience:

- Master's degree in Economics, Accounting, Audit, Finance, or other related or relevant fields;
- Experience in setting up an internal audit capability in a complex organisation;
- Knowledge of relevant EU rules and regulations, notably the EU Financial Regulations and the Practical Guide to Contract Procedures for EU External Actions (PRAG), as well as the EU Internal Control Framework;
- Internationally recognised professional certification in or professional qualification, such as a Certified Public Accountant (CPA), Chartered Accountant (CA), Certified Internal Auditor (CIA), Certified Information Systems Auditor (CISA), or equivalent.
- International experience, particularly in crisis areas with multinational and international organisations.

7. Desirable Knowledge, Skills and Abilities:

- Good knowledge and/or experience in strategic management and/or public administration
- Knowledge of Enterprise Resource Planning (ERP) System;

Position: Verification Officer	Employment Regime: Seconded	
Ref. number: EK 60030 Confirmed Vacancies: 1 Pending Vacancies: 0	Location: Western Balkans Region (Kosovo)	Availability: ASAP
Component/Department/Unit: Office of the Chief of Staff/ Financial Control Office	Security Clearance Level: NOT REQUIRED	Open to Contributing Third States: NO

1. Reporting Line:

The Verification Officer reports directly to the Head of Mission and is administratively line managed by the Chief of Staff.

2. Main Tasks and Responsibilities:

- To perform, in coordination with the Finance Unit and other Units/Offices of the Mission, ex-ante checks put in place by the Authorising Officer;
- To ensure that each expense is in line with criteria of eligibility as well as with the requirements referred to in the applicable regulations;
- To verify, in accordance with the provisions of the ex-post regimen, that the Mission procurement procedures are conducted in line with the applicable rules;
- To define and implement, with the aim of informing Mission Members from various areas of the Mission, a regular training schedule on the authorising and validation process;
- To undertake any other related tasks as requested by line management.

3. General Tasks and Responsibilities:

- To identify and report on lessons learned and best practices within the respective area of responsibility;
- To contribute and ensure timely reporting on activities within the respective area of responsibility;
- To take account of gender equality and human rights aspects in the execution of tasks;
- To undertake any other related tasks as requested by the line manager(s).

4. Essential Qualifications and Experience:

- Successful completion of university studies of at least 3 years attested by a diploma OR a qualification at the level 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; The qualification must be in at least one of the following fields of expertise: Law, Audit, Economics, Finance, Accounting or Banking and Insurance or other related fields; AND
- A minimum of 4 years of relevant professional experience, after having fulfilled the educational requirements.

5. Essential Knowledge, Skills and Abilities:

- Analytical, research and problem-solving skills;
- Ability to operate spread sheets, or PC-based budget, accounting or human resource systems;
- Ability to pay close attention to details so that work produced is reliable and accurate.

6. Desirable Qualifications and Experience:

- Knowledge of EU Financial Regulations and Knowledge of Practical Guide to Contract Procedures for EU External Actions (PRAG);
- Verification Officer course/training or other related courses/training;
- Knowledge of "COSO" Internal Control Standards and of the EU Internal Control Framework;
- Experience in auditing;
- Experience in strategic management and/or public administration.

7. Desirable Knowledge, Skills and Abilities:

- Good knowledge in strategic management and/or public administration.

Position: Head of Press and Public Information Office/ Spokesperson	Employment Regime: Seconded	
Ref. Number: EK 60031 Confirmed Vacancies: 1 Pending Vacancies: 0	Location: Western Balkans Region (Kosovo)	Availability: ASAP
Component/Department/Unit: Office of the Chief of Staff/ Press and Public Information Office	Security Clearance Level: NOT REQUIRED	Open to Contributing Third States: NO

1. Reporting Line:

The Head of Press and Public Information Office/ Spokesperson reports to the Head of Mission (HoM) on all aspects of press and public information and is administratively line managed by the Chief of Staff.

2. Main Tasks and Responsibilities:

- To lead, manage and coordinate the staff and work of the Press and Public Information Office (PPIO);
- To act as the Mission's main spokesperson and to communicate the work of the Mission to the public;
- To maintain a close working relationship with the Spokesperson of the High Representative in coordination with the Civilian Operations Headquarters (CivOpsHQ);
- To draft, review, and implement the Strategic Communications Plan of the Mission;
- To cover the media aspects of high-level visits, supervise and coordinate arrangements for visiting journalists/media;
- To supervise and contribute to the development and maintenance of an effective Mission's online presence, including on the Mission's website and social media accounts;
- To advise and contribute to the drafting of press releases, public statements, media summaries, articles and other media features;
- To manage the PPIO budget, procurement processes and contracts/tenders/designs for Mission visibility items;
- To coordinate with the press offices of other EU Delegations, the EU Special Representative and other EU actors in the host state;
- To monitor disinformation against the interests of the Mission in close cooperation with input from the Mission Analytical Capability (MAC) Analyst, the Security and Health Department and Communication and Information Systems Unit.
- To implement gender-responsive leadership and ensure gender and human rights mainstreaming internally and externally in mandate implementation;
- To uphold a strict zero tolerance policy to misconduct, including all forms of harassment, sexual harassment, discrimination and abuse, and proactively ensure an equal and inclusive work environment for all staff;
- To raise awareness of staff on their rights, obligations and appropriate standards of behaviour, including existing formal and informal complaint and support mechanisms.

3. General Tasks and Responsibilities:

- To identify and report on lessons learned and best practices within the respective area of responsibility;
- To contribute and ensure timely reporting on activities within the respective area of responsibility;
- To take account of gender equality and human rights aspects in the execution of tasks;
- To undertake any other related tasks as requested by the line manager(s).

4. Essential Qualifications and Experience:

- Successful completion of university studies of at least 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. The qualification should be in any of the fields of Communication Sciences, Political Science, International Relations, Social Sciences or other related field;

AND

- A minimum of 6 years of relevant professional experience, after having fulfilled the education requirements, out of which a minimum of 2 years at coordination/ management level;

5. Essential Knowledge, Skills and Abilities:

- Ability to exercise collaborative, sound and effective leadership;
- Ability to manage, mentor and motivate a professionally diversified and multicultural team;
- Ability to establish plan, and review priorities;
- Ability to communicate and engage with senior officials and government decision makers;
- Knowledge and practical experience of formulating and implementing a communication strategy/plan;
- Experience in social media/digital communication;
- Excellent command of English, both oral and written with strong drafting and presentation skills.

6. Desirable Qualifications and Experience:

- Experience in running media and outreach campaigns, crisis communication and strategies linked thereof;
- Strong public speaker and writer, able to articulate complex issues;
- Experience in planning and implementing projects;
- Networking skills and high degree of initiative;
- International experience, particularly in crisis areas with multinational and international organisations.

7. Desirable Knowledge, Skills and Abilities:

- Knowledge about the local press and media environment;
- Knowledge of disinformation;
- Good understanding of the political, cultural and security situation of the Balkans, in particular Kosovo;
- Knowledge of Albanian and/or Serbian language.

Position: Reporting Officer	Employment Regime: Seconded	
Ref. Number: EK 60035 Confirmed vacancies: 2 Pending vacancies: 0	Location: Western Balkans Region (Kosovo)	Availability: ASAP
Component/Department/Unit: Office of the Chief of Staff/ Planning, Reporting and Evaluation Section	Security Clearance Level: EU CONFIDENTIAL	Open to Contributing Third States: NO

1. Reporting Line:

The Reporting Officer reports to the Head of Planning, Reporting and Evaluation Section.

2. Main Tasks and Responsibilities:

- To monitor and collect information on political and security-related events and trends, with a particular focus on the host country, EU and international relevant stakeholders, that may impact on the situation in the Mission's area of responsibility;
- To communicate with key Mission staff members on information management, analysis and reporting procedures in order to ensure submission of high-quality information;
- To collate and support the quantitative and qualitative analysis of inputs originating from the Mission's operational elements on their operational activities against benchmarking;
- To produce timely and accurate regular and ad-hoc reports for submission to the chain of command, the Mission's operational headquarters, and EU Member States regarding key developments relevant to the Mission's mandate;
- To contribute to the development and regular updating of the Mission Implementation Plan (MIP) and information collection tools;
- To prepare and give presentations, produce talking points and speeches for various purposes and contexts, and to draft meeting reports.

3. General Tasks and Responsibilities:

- To identify and report on lessons learned and best practices within the respective area of responsibility;
- To contribute and ensure timely reporting on activities within the respective area of responsibility;
- To take account of gender equality and human rights aspects in the execution of tasks;
- To undertake any other related tasks as requested by the line manager(s).

4. Essential Qualifications and Experience:

- Successful completion of university studies of at least 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. at Bachelor's level. The qualification should be in any of the fields of Political Science, International Relations, Public Administration or other related university studies;
AND
- A minimum of 4 years of relevant professional experience, after having fulfilled the educational requirements.

5. Essential Knowledge, Skills and Abilities:

- Excellent drafting and editing skills;
- Communication and presentation skills;
- Analytical capability and knowledge of information collection;
- Political awareness and understanding.

6. Desirable Qualifications and Experience:

- International experience, particularly in crisis areas with multinational and international organisations.

7. Desirable Knowledge, Skills and Abilities:

- Understanding of rule of law procedures;
- Knowledge of regional political history and developments;
- Cultural sensitivity and political judgement.

Position: Head of Human Resources Section	Employment Regime: Seconded	
Ref. Number: EK 60050 Confirmed Vacancies: 1 Pending Vacancies: 0	Location: Western Balkans Region (Kosovo)	Availability: 1 September 2026
Component/Department/Unit: Human Resources Section	Security Clearance Level: NOT REQUIRED	Open to Contributing Third States: NO

1. Reporting Line:

The Head of Human Resources Section reports to the Head of Mission and the Chief of Staff, line managed by the Chief of Staff. This position is also a member of the Core Responsiveness Capacity, see specific tasks related to this below.

2. Main Tasks and Responsibilities:

- To lead, manage and coordinate the staff and work of the Human Resources Section;
- To implement all Council/Commission/ Civilian Operations Headquarters (CivOpsHQ) legislation and instructions, set up and implement relevant Mission internal strategies, policies and standard operating procedures accordingly;
- To ensure effective and transparent Human Resources planning and recruitment in accordance with the CivOpsHQ Instruction on Selection Procedures;
- To plan, prepare and implement end-to-end selection and recruitment processes;
- To coordinate and communicate with CivOpsHQ Mission Personnel Division and the EU Commission (FPI) on relevant Human Resources issues;
- To support and advise the Mission management at operational and strategic levels to implement the Mission mandate as a member of the Mission's senior management team;
- To liaise closely with internal stakeholders such as the Mission Support Department, the Security and Health Department, the Legal Office and the Mission's horizontal advisors;
- To ensure an effective and efficient Human Resources administration process, utilise the centralised IT tools Goalkeeper Registrar and Civilian Mission Application (CiMA, HR database) in accordance with CivOpsHQ procedures;
- To ensure Line Managers receive advice and support on Human Resources matters and to be in the lead of the Mission's safe and inclusive working place activities;
- To manage the Mission's training portfolio to ensure effective training activities for Mission Members;
- To ensure timely reporting to the Mission management and the EEAS (CivOpsHQ) on Human Resources related issues;
- To act as a key interlocutor with Mission Members and their representatives, Staff Committees, National Contingent Leaders/National Points and senior management, on personnel issues;
- To plan and develop Human Resources related functions in all phases of the Mission (including downsizing), in accordance with strategic guidance from CivOpsHQ;
- To identify, manage and report the risks arising from processes, systems, projects;
- To ensure a fair, effective and transparent performance appraisal process;
- To support the Operations Department in training development and delivery to local counterparts related to Human Resources matters;
- To implement gender-responsive leadership and ensure gender and human rights mainstreaming internally and externally in mandate implementation;
- To uphold a strict zero tolerance policy to misconduct, including all forms of harassment, sexual harassment, discrimination and abuse, and proactively ensure an equal and inclusive work environment for all staff;
- To raise awareness of staff on their rights, obligations and appropriate standards of behaviour, including existing formal and informal complaint and support mechanisms.

3.1 General Tasks and Responsibilities:

- To identify and report lessons learned and best practices within the respective area of responsibility;
- To contribute and ensure timely reporting on activities within the respective area of responsibility;
- To take account of gender equality and human rights aspects in the execution of tasks;
- To undertake any other related tasks as requested by the Line Manager(s).

3.2 Core Responsive Tasks and Responsibilities:

Members of the Core Responsiveness Capacity, when requested and approved by CivOpsCdr, are expected to:

- To participate in the planning and start-up of missions, including Technical Assessment Missions and early deployment;
- To support larger up/down scaling of missions, or refocusing of mandates;
- To participate in liquidation and closures of missions;
- To act as a floater under the Exchange of staff policy;
- To participate in the specific Core Responsiveness Capacity trainings and exercises;
- To undertake any other tasks related to the Core Responsiveness Capacity as required.

4. Essential Qualifications and Experience:

- Successful completion of university studies of at least 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 OR equivalent and attested police and/or military education or training or an award of an equivalent rank;
AND
- A minimum of 6 years of relevant professional experience, after having fulfilled the education requirements, out of which a minimum of 2 years at coordination/management level.

5. Essential Knowledge, Skills and Abilities:

- Ability to exercise collaborative, sound and effective leadership;
- Ability to manage, mentor and motivate a professionally diversified and multicultural team;
- Ability to establish, plan, and review priorities;
- People management skills and capacity to deal with different levels of stakeholders;
- Ability to adapt new and emerging technologies to address business operational needs;

6. Desirable Qualifications and Experience:

- University and/or Master's Degree in Human Resources management, leadership or management and/or an international certification in Human Resources management;
- Knowledge and/or experience in strategic management and/or public administration;
- Knowledge about the functioning of the EU and CSDP Missions;
- Knowledge and/or experience in strategic management and/or public administration;
- International experience, particularly in crisis areas with multinational and international organisations.

7. Desirable Knowledge, Skills and Abilities:

- Ability to perform under stress and in difficult circumstances;
- Good understanding of the political, cultural and security situation in the Balkans, in particular Kosovo.
- Professional experience in staff development and training;
- Problem solving skills;
- Excellent communication skills, both written and oral;
- Excellent drafting skills.

Position: Deputy Head of Case Monitoring Unit	Employment Regime: Seconded	
Ref. Number: EK 60091 Confirmed Vacancies: 1 Pending Vacancies: 0	Location: Western Balkans Region (Kosovo)	Availability: ASAP
Component/Department/Unit: Operations/ Justice and Corrections Component/ Case Monitoring Unit	Security Clearance Level: NOT REQUIRED	Open to Contributing Third States: NO

1. Reporting Line:

The Deputy Head of Case Monitoring Unit reports to the Head of Case Monitoring Unit (CMU).

2. Main Tasks and Responsibilities:

- To support the Head of CMU in leading, managing and coordinating the work and staff of the CMU in accordance with the Mission Implementation Plan and relevant planning document;
- To deputise in the absence of the Head of the CMU;
- To operationalise the Mission mandate and tasks as set out in the planning documents and the Mission Implementation Plan (MIP);
- To ensure timely reporting on activities as per planning documents, in particular progress and/or lack of progress, including the updating of the MIP benchmarking;
- To ensure, at operational level, coordination with other relevant operational units within the Mission;
- To coordinate with other Mission Components/Units and horizontal Advisers;
- To maintain necessary contacts and build relationships with relevant local counterparts and international actors in the field of responsibility;
- To develop and organise training or workshop courses to improve the coordination and cooperation between the judiciary, the police/internal security forces and the penitentiary system in Kosovo.

3. General Tasks and Responsibilities:

- To identify and report on lessons learned and best practices within the respective area of responsibility;
- To contribute and ensure timely reporting on activities within the respective area of responsibility;
- To take account of gender equality and human rights aspects in the execution of tasks;
- To undertake any other related tasks as requested by the Head of Case Monitoring Unit.

4. Essential Qualifications and Experience:

- Successful completion of university studies of at least 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. The qualification should be in Law;
AND
- A minimum of 6 years of relevant professional experience, after having fulfilled the education requirements out of which:
 - A minimum of 2 years at coordination/management level;
 - A minimum of 3 years of relevant professional experience in justice and/or trial monitoring;
 - Experience in legal research and analysis;
 - Experience in case work/processing and complaint handling.

5. Essential Knowledge, Skills and Abilities:

- Ability to exercise collaborative, sound and effective leadership;
- Ability to manage, mentor and motivate a professionally diversified and multicultural team;
- Ability to establish plan, and review priorities;
- Ability to communicate and engage with senior officials and government decision makers;
- Ability to respect the principles of judicial independence and objectivity, as well as the monitoring principles of non-intervention, impartiality, confidentiality and professionalism;
- Practical understanding of legal reform process including the development of legal policy and legislation;
- Mediation, team-working and interpersonal skills;
- Report writing skills;
- Sound knowledge of RoL/justice aspects, in particular in a post-conflict environment;
- Ability to acquire, analyse and manage information from a variety of sources;
- Knowledge of the specificities of the material and procedural criminal law and/or civil law in Kosovo.

6. Desirable Qualifications and Experience:

- Legal experience in transitional justice processes in the Balkans in the following thematic areas: property, privatization, crimes under international law, gender-based violence, hate crimes, etc.);
- Experience in justice reform either domestically or internationally.

7. Desirable Knowledge, Skills and Abilities:

- Knowledge of Albanian and/or Serbian language.

Position: Justice Monitor	Employment Regime: Seconded	
Ref. Number: EK 60092 Confirmed Vacancies: 1 Pending Vacancies: 0	Location: Western Balkans Region (Kosovo)	Availability: ASAP
Component /Department/Unit: Operations/ Justice & Corrections Component/ Case Monitoring Unit	Security Clearance Level: NOT REQUIRED	Open to Contributing Third States: YES

1. Reporting Line:

The Justice Monitor reports to the Head of Case Monitoring Unit (CMU).

2. Main Tasks and Responsibilities:

- To monitor and analyse the Rule of Law situation in Kosovo, in particular the criminal and civil justice system through the observation of criminal and civil proceedings, analysing court records, and liaising with court staff, judges, prosecutors and lawyers;
- To monitor selected cases processed by the Kosovo justice system;
- To provide advice to the respective institutions as part of the robust monitoring;
- To liaise with and advise the Kosovo justice authorities and relevant security sector reform actors;
- To liaise and advise, upon request, on the promotion of Rule of Law and Justice aspects in Kosovo authorities and ensure that these aspects are incorporated in the Mission's Implementation Plan;
- To report on monitoring activities, including the performance assessment of the justice system against local law and international human rights standards;
- To conduct specific thematic inspections and performance assessment tasks in support of the Mission's efforts to identify and address areas of structural weaknesses of local counterparts in coordination with the CMU Thematic Lead Monitors;
- To contribute to the implementation of the Mission's policies by identifying and analysing potential political interference and corruption as well as matters related to minority groups, human rights and gender issues;
- To develop and organise training or workshop courses to improve the coordination and cooperation between the judiciary, the police/internal security forces and the penitentiary system in Kosovo.

3. General Tasks and Responsibilities:

- To identify and report on lessons learned and best practices within the respective area of responsibility;
- To contribute and ensure timely reporting on activities within the respective area of responsibility;
- To take account of gender equality and human rights aspects in the execution of tasks;
- To undertake any other related tasks as requested by the line manager(s).

4. Essential Qualifications and Experience:

- Successful completion of university studies of at least 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. The qualification should be in Law;
AND
- A minimum of 5 years of relevant professional experience, after having fulfilled the education requirements.

5. Essential Knowledge, Skills and Abilities:

- Expertise in justice and/or trial monitoring;

- Expertise in legal research and analysis;
- Expertise in case work/processing and complaint handling.
- Ability to respect the principles of judicial independence and objectivity, as well as the monitoring principles of non-intervention, impartiality, confidentiality and professionalism;
- Practical understanding of legal reform process including the development of legal policy and legislation;
- Mediation, team-working and interpersonal skills;
- Report writing skills;
- Sound knowledge of RoL/justice aspects, in particular in a post-conflict environment;
- Knowledge of the specificities of the material and procedural criminal law and/or civil law in Kosovo.

6. Desirable Qualifications and Experience:

- Legal experience in transitional justice processes in the Balkans in the following thematic areas: property, privatization, crimes under international law, gender-based violence, hate crimes, etc.);
- Experience in justice reform either domestically or internationally.

7. Desirable Knowledge, Skills and Abilities:

- Knowledge of Albanian and/or Serbian language.

Position: Thematic Lead Monitor - Hate Crimes	Employment Regime: Seconded	
Ref. Number: EK 60097 Confirmed Vacancies: 1 Pending Vacancies: 0	Location: Western Balkans Region (Kosovo)	Availability: 01 December 2026
Component/Department/Unit: Operations/ Justice and Corrections Component/ Case Monitoring Unit	Security Clearance Level: NOT REQUIRED	Open to Contributing Third States: YES

1. Reporting Line:

Thematic Lead Monitor - Hate Crimes reports to the Head of Case Monitoring Unit (CMU).

2. Main Tasks and Responsibilities:

- To operationalise the Mission mandate and tasks as set out in the planning documents and the Mission Implementation Plan by advising relevant local counterparts and acting as focal point for all matters relating to Hate Crimes on the policy level;
- To support the Head of Case Monitoring Unit in translating the objectives of the OPLAN and Mission Implementation Plan into the work of the unit;
- To establish professional working relationship with Police, Judges, Prosecutors, court clerks and officers, Members of the Kosovo Judicial Council and Kosovo Prosecutorial Council, Kosovo Government, NGOs, civil society, relevant local and international authorities and organisations dealing with Hate Crimes cases and policies;
- To provide assistance, where necessary, to Kosovo Police and Justice institutions for the proper implementation of international and Kosovo strategic documents and policies in the area of Hate Crimes;
- To analyse the Hate Crimes situation (legal and institutional) in Kosovo and identify possible areas of improvement;
- To cooperate and coordinate with the Justice and Police Monitors with regard to identifying and monitoring Hate Crime cases;
- To draft thematic related reports, legal advices and provide assistance in relation to matters in the field of expertise concerning the performance of Kosovo Administration of Justice, in line with Mission policies and operations and in close cooperation with other members of the Case Monitoring Unit (other thematic experts and mobile monitors);
- To prepare submissions and internal communications in relation to Hate Crimes;
- To conduct legal research, legal opinion and reports and other legal documents including but not limited to the administration of Justice in relation to the field of thematic expertise and issues pertaining to the field of procedural violations and judicial integrity;
- To advise the Head of the CMU and other team members, as appropriate, on the applicable law and the international human rights instruments and principles in relation to the field of expertise.

3. General Tasks and Responsibilities:

- To identify and report on lessons learned and best practices within the respective area of responsibility;
- To contribute and ensure timely reporting on activities within the respective area of responsibility;
- To take account of gender equality and human rights aspects in the execution of tasks;
- To undertake any other related tasks as requested by the line manager(s).

4. Essential Qualifications and Experience:

- Successful completion of university studies of at least 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. The qualification should be in Law or other related university studies OR equivalent and attested police education;

AND

- A minimum of 6 years of relevant professional experience, after having fulfilled the education requirements out of which:
 - A minimum of 3 years of relevant professional experience in the field of hate crimes or other disciplines related to human rights, preferably within the judiciary and/or law enforcement agencies;
 - Experience in legal research and analysis;
 - Experience in case work/processing and complaints handling.

5. Essential Knowledge, Skills and Abilities:

- Knowledge of international and regional human rights legal instruments such as the European Convention for the Protection of Human Rights and Fundamental Freedoms, EU policies, legislation, guidelines and best practices applicable in the human rights and rule of law sector;
- Practical understanding of legal reform process including the development of legal policy and legislation;
- Legal drafting skills.
- Ability to perform under stress and in difficult circumstances;
- Mediation and interpersonal skills;
- Report writing skills.

6. Desirable Qualifications and Experience:

- International experience, particularly in post conflict or in crisis areas with multi-national and international organisations.

7. Desirable Knowledge, Skills and Abilities:

- Knowledge of Albanian and/or Serbian language.

Position: Head of Police Advisors Unit	Employment Regime: Seconded	
Ref. Number: EK 60101 Confirmed Vacancies: 1 Pending Vacancies: 0	Location: Western Balkans Region (Kosovo)	Availability: ASAP
Component/Department/Unit: Operations/ Police Information & Operations Component/ Police Advisors Unit	Security Clearance Level: NOT REQUIRED	Open to Contributing Third States: NO

1. Reporting Line:

The Head of Police Advisors Unit reports to the Head of Police Information & Operations Component.

2. Main Tasks and Responsibilities:

- To operationalise the Mission mandate and tasks as set out in the planning documents and the Mission Implementation Plan (MIP) by advising and mentoring local counterpart(s) on the strategic and operational level;
- To lead, manage and coordinate the work and staff of the Unit to ensure it delivers on Mission mandate within its field of responsibility and tasks;
- To support the Mission in addressing areas of structural weaknesses in the performance and accountability of counterparts/institutions and to propose relevant solutions;
- To provide analysis and recommendations to the local counterpart in the area of responsibility;
- To be embedded within the local institution, security permitting;
- To maintain necessary contacts and build relationships with relevant local counterparts;
- To support the development of local institutions in northern Kosovo by providing technical, tactical and constructive advice and mentoring to the KP Regional Commander in the field of planning for police operations in line with the Mission mandate and priorities;
- To liaise with counterparts of local authorities and relevant international stakeholders operating in the region at the appropriate level and in line with the Mission's mandate;
- To liaise with other horizontal Mission's advisers, within the Operations Department and with other relevant units, including to Formed Police Unit operational coordination in the North Kosovo and facilitating trainings with Kosovo Police Units;
- To facilitate the third-tier response mechanism in relation to crowd control and management in the North;
- To design and deliver training;
- Staff member may be expected, subject to local caveat, to live in the North.
- To identify, manage and report the risks arising from specific processes/systems/projects implemented;
- To implement gender-responsive leadership and ensure gender and human rights mainstreaming internally and externally in mandate implementation;
- To uphold a strict zero tolerance policy to misconduct, including all forms of harassment, sexual harassment, discrimination and abuse, and proactively ensure an equal and inclusive work environment for all staff;
- To raise awareness of staff on their rights, obligations and appropriate standards of behaviour, including existing formal and informal complaint and support mechanisms.

3. General Tasks and Responsibilities:

- To identify and report on lessons learned and best practices within the respective area of responsibility;
- To contribute and ensure timely reporting on activities within the respective area of responsibility;
- To take account of gender equality and human rights aspects in the execution of tasks;
- To undertake any other related tasks as requested the Head of Police Information & Operations Component.

4. Essential Qualifications and Experience:

- Successful completion of university studies of at least 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. The qualification should be in any of the fields of Political Science, International Relations, Law or any other related field OR equivalent and attested police or/and military education; AND
- A minimum of 6 years of relevant professional experience, after having fulfilled the education requirements, out of which a minimum 2 years at management level;
- Senior Law Enforcement Officer;
- Authorised to carry and issued a personal weapon.

5. Essential Knowledge, Skills and Abilities:

- Ability to exercise collaborative, sound and effective leadership;
- Ability to manage, mentor and motivate a professionally diversified and multicultural team;
- Ability to establish, plan, and review priorities;
- Ability to communicate and engage with senior officials and governmental decision makers;
- Ability to design and deliver training;
- Knowledge and understanding of Intelligence Lead Policing and Community Policing;

6. Desirable Qualifications and Experience:

- Driving license of category C;
- International experience, particularly in crisis areas with multinational and international organisations;
- Knowledge of and experience in project management;
- Experience in Police cooperation and criminal intelligence.

7. Desirable Knowledge, Skills and Abilities:

- Good interpersonal and communication skills;
- Ability to perform under stress and in difficult circumstances;
- Knowledge of Albanian and/or Serbian language.

Position: Deputy Head of Security and Health Department	Employment Regime: Seconded	
Ref. Number: EK 60251 Confirmed Vacancies: 1 Pending Vacancies: 0	Location: Western Balkans Region (Kosovo)	Availability: ASAP
Component/Department/Unit: Security and Health Department	Security Clearance Level: EU SECRET	Open to Contributing Third States: NO

1. Reporting Line:

The Deputy Head of Security and Health Department (DHoSHD) reports directly to the Head of Security and Health Department (HSHD) and in his/her absence, to the Head of Mission.

2. Main Tasks and Responsibilities:

- To support the HSHD in leading, managing and coordinating the work and staff of Security and Health Department;
- To support Mission members in relation to security measures and ensure all necessary actions are taken particularly in emergency cases;
- To assist the HSHD in the supervision and planning of all field visits/journeys and provide timely advice and guidance to Mission members;
- To participate in the staff recruitment for the Security and Health Department;
- To assist the HSHD in the management of contracted local security services;
- To travel throughout Kosovo and conduct security measures;
- To contribute to the development, implementation and updating of the Mission Security Plan (MSP) and all supporting security and safety instructions, security documents, and procedures;
- To contribute to, in line with EU's Field Security Policy and its supporting documents, for the drafting, continued development, implementation and updating of the MSP, including provisions for relocation/evacuation as well as effective warden and movement of personnel system;
- To deputise for the HSHD as required;
- To advise the Head of Mission, senior Mission management and other parts of the Mission on all security related matters affecting the Mission, its assets, personnel and information;
- To assess the security situation and provide advice, assistance, and implement measures to ensure the security and safety of Mission's members;
- To contribute to the protection of EU classified information (EUCI) within the Mission and ensure information is handled in accordance with EU rules and regulations;
- To produce the security inputs to daily Situation Reports, Weekly Operations Summaries, Monthly and Six Monthly Reports etc. and to ensure real time reporting from potential trouble spots as appropriate;
- To provide comprehensive security induction training to Mission members;
- To conduct regular security drills, communication tests and evacuation exercises;
- To advise Mission members on security issues as required;
- To perform security reviews of Mission members personal protective equipment, transport, Mission members residency as necessary;
- To develop professional contacts with national law enforcement agencies, international organisations, NGOs, other EU bodies and diplomatic representatives in the field of security;
- To work in close cooperation with the Mission Support Department on matters related to budget and procurement of security related equipment, contracts and services and draft related terms of references;
- To ensure that all security and communication equipment is operational and ready to use;
- To implement gender-responsive leadership and ensure gender and human rights mainstreaming internally and externally in mandate implementation;
- To uphold a strict zero tolerance policy to misconduct, including all forms of harassment, sexual harassment, discrimination and abuse, and proactively ensure an equal and inclusive work environment for all staff;

- To raise awareness of staff on their rights, obligations and appropriate standards of behaviour, including existing formal and informal complaint and support mechanisms.

3. General Tasks and Responsibilities:

- To identify and report on lessons learned and best practices within the respective area of responsibility;
- To contribute and ensure timely reporting on activities within the respective area of responsibility;
- To take account of gender equality and human rights aspects in the execution of tasks;
- To undertake any other related tasks as requested by the HSHD.

4. Essential Qualifications and Experience:

- Successful completion of university studies of at least 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; The qualification should be in the field related to Police Sciences, Military Sciences, Social Sciences or Security OR equivalent and attested police or/and military education OR a Civilian Security Organization with specialized training on field operations, force protection and/or security
AND
- A minimum of 7 years of relevant professional experience, after having fulfilled the education requirements, out of which a minimum of 3 years at management level;

5. Essential Knowledge, Skills and Abilities:

- Ability to exercise collaborative, sound and effective leadership;
- Ability to manage, mentor and motivate a professionally diversified and multicultural team;
- Ability to establish, plan and review priorities;
- Ability to contribute creatively to the development of security policies and procedures;
- Planning and time-management skills;
- Very good interpersonal and communication skills, both written and oral.

6. Desirable Qualifications and Experience:

- University or/and Master's Degree in security studies (security studies, security and defence studies, international security studies, peace and conflict studies, intelligence or other related studies);
- Successful completion of the EU Mission Security Officer Certification Course;
- Professional experience must demonstrate increasing responsibility at management level in the civilian security field or in the military/police field, in particular with regard to the security/protection of personnel, facilities and assets;
- Experience in safety and security and in the development of relevant policies and procedures;
- International experience, particularly in crisis areas with multi-national and international organisations;
- Authorized to carry and issued a personal weapon;
- Driving license of Category C.

7. Desirable Knowledge, Skills and Abilities:

- Knowledge of the Mission area and potential security threats;
- Ability to perform under stress and in difficult circumstances;
- Knowledge of Albanian and/or Serbian language.

Position: Team Leader Armed Protection Unit	Employment Regime: Seconded	
Ref. Number: EK 60265 Confirmed Vacancies: 1 Pending Vacancies: 0	Location: Western Balkans Region (Kosovo)	Availability: 03 August 2026
Component/Department/Unit: Security and Health Department/ Armed Protection Unit	Security Clearance Level: NOT REQUIRED	Open to Contributing Third States: NO

1. Reporting Line

The Team Leader Armed Protection Unit reports to the Head of Security and Health Department (HoSHD).

2. Main Tasks and Responsibilities:

- To possess a valid authorisation to carry and use weapons in compliance with the applicable legal framework;
- To manage the armed protection security in coordination with the Host government armed protection forces assigned to the Mission protection;
- To be responsible for planning and execution of Armed Protection operations, in line with the firearms policy stated in the Operation Plan (OPLAN);
- To carry out daily administration and operational planning for the Armed Protection Team;
- To assist in the oversight of Armed Protection Team staff, providing instructions, support and assistance as required;
- To develop and maintain Mission armed protection policies and procedures;
- To provide comprehensive procedural documents related to armed protection activities based on the firearms legal framework policy;
- To coordinate the preparation and delivery of firearms training for the Armed Protection Team in liaison with the Weapons and Firearms Instructor/Armourer;
- To identify Mission members' security training requirements and deliver training;
- To provide personal security advice to Mission members;
- To maintain operational effectiveness and equipment husbandry;
- To develop professional contacts with the local police, military and security managers of other international organisations in coordination with the Security and Health Department;
- To liaise with civilian and military organisations to assess current and future threats;
- To carry out threat assessments to ensure appropriate security measures are in place in a timely and effective manner;
- To uphold a strict zero tolerance policy to misconduct, including all forms of harassment, sexual harassment, discrimination and abuse, and proactively ensure an equal and inclusive work environment for all staff;
- To raise awareness of staff on their rights, obligations and appropriate standards of behaviour, including existing formal and informal complaint and support mechanisms.

3. General Tasks and Responsibilities:

- To identify and report on lessons learned and best practices within the respective area of responsibility;
- To contribute and ensure timely reporting on activities within the respective area of responsibility;
- To take account of gender equality and human rights aspects in the execution of tasks;
- To undertake any other related tasks as requested by line manager(s).

4. Essential Qualifications and Experience:

- Successful completion of University studies of at least 3 years attested by a diploma OR a qualification at the level in the National Qualifications Framework 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 OR equivalent and attested police and/or military education or training or an award of an equivalent rank;

AND

- A minimum of 6 years of relevant professional after having fulfilled the education requirements, out of which a minimum of 3 years of experience at coordination/management level.

5. Essential Knowledge, Skills and Abilities:

- Trained and certified in close protection techniques (theory and practice);
- Trained in basic life support (medical training);
- Valid license for armoured vehicles or C or C1 driving license;
- Ability to operate a variety of communication systems;
- Ability to contribute creatively to the development of security strategies and procedures;
- Language skills (as applicable).

6. Desirable Qualifications and Experience:

- Successful completion of an Industry Standard Security Qualification;
- International experience, particularly in crisis areas with multinational and international organisations.
- Advanced driving training (defensive driving);
- Pistol and rifle instructor certification/accreditation from a recognised institution;

7. Desirable Knowledge, Skills and Abilities:

- Knowledge of the Mission area and potential security threats

Position: Close Protection Operator	Employment Regime: Seconded	
Ref. Number: EK 60267 Confirmed Vacancies: 1 Pending Vacancies: 0	Location: Western Balkans Region (Kosovo)	Availability: ASAP
Component/Department/Unit: Security and Health Department/ Armed Protection Unit	Security Clearance Level: NOT REQUIRED	Open to Contributing Third States: NO

1. Reporting Line:

The Close Protection Operator reports to the Team Leader Armed Protection Unit. Mission member might be expected to live in the north.

2. Main Tasks and Responsibilities:

- To be responsible for execution of Close Protection (C/P) operations;
- To conduct armed close protection of the Head of Mission, visiting VIP or EULEX Kosovo Mission staff at risk;
- To carry out daily administration and operational planning for daily C/P activities;
- To assist in the development of Mission C/P policies and procedures ensuring they are followed and updated or amended when necessary;
- To provide comprehensive procedural documents with respect to C/P activities;
- To contribute in identifying staff personal security training requirements and to assist in developing and delivering necessary training;
- To provide personal security advice to members of the organisation;
- To maintain a high operational effectiveness and equipment husbandry of all associated equipment under Close Protection Unit control;
- To assist in coordination of VIP visits with all relevant security agencies;
- To develop professional contacts with the local police, military and security managers of other international organisations;
- To liaise with civilian and military organisations for an assessment of current and possible future threats;
- To carry out threat assessments to ensure appropriate security measures are in place, in a timely and effective manner.

3. General Tasks and Responsibilities:

- To identify and report on lessons learned and best practices within the respective area of responsibility;
- To contribute and ensure timely reporting on activities within the respective area of responsibility;
- To take account of gender equality and human rights aspects in the execution of tasks;
- To undertake any other related tasks as requested by the line manager(s).

4. Essential Qualifications and Experience:

- Successful completion of secondary education attested by a diploma, complemented by Police or Military training OR equivalent and attested police and/or military education or an award of an equivalent rank;
AND
- A minimum of 5 years of relevant professional experience, in the military, police or security field, after having fulfilled the education requirements;
- Authorised to carry and issued a personal weapon.

5. Essential Knowledge, Skills and Abilities:

- Valid driver's license category C
- Trained and certified in close protection techniques (theory and practice);
- Trained in basic life support (medical training);
- Advanced driving training (defensive driving).

- Ability to operate a variety of communication systems.

6. Desirable Qualifications and Experience:

- Trained and certified as a shooting instructor;
- Operational experience as a Medic.

Position: Member of the Human Rights Review Panel	Employment Regime: Seconded	
Ref. Number: EK 60300 Confirmed Vacancies: 1 Pending Vacancies: 0	Location: Western Balkans Region (Kosovo)	Availability: ASAP
Component/Department/Unit: Human Rights Review Panel	Security Clearance Level: NOT REQUIRED	Open to Contributing Third States: YES

1. Reporting Line:

The Member of the Human Rights Review Panel (HRRP) reports to the Civilian Operations Headquarters (CivOpsHQ). The total indicative time commitment for this part-time position is approximately 25%.

2. Main Tasks and Responsibilities:

- Being fully independent in the exercise of all his/her functions, the incumbent will:
 - Review complaints filed with the HRRP with regards to alleged human rights violations by EULEX Kosovo in the conduct of its executive functions;
- Be a member of the HRRP for EULEX Kosovo consisting of a total of three international members;
- As member of the HRRP, submit findings to the Head of Mission, including recommendations for remedial actions, if appropriate, in accordance with the EULEX Kosovo accountability concept;
- Ensure an expeditious procedure for the review of complaints;
- Maintain the authority and dignity of the HRRP;
- Decide matters of rules and procedure which may arise during the review of a complaint;
- Be available to participate in HRRP sessions in Kosovo at least four times a year, each session lasting no less than five working days or as long as required;
- To direct and supervise the staff of the HRRP Secretariat.

3. General Tasks and Responsibilities:

- To identify and report on lessons learned and best practices within the respective area of responsibility;
- To contribute and ensure timely reporting on activities within the respective area of responsibility;
- To take account of gender equality and human rights aspects in the execution of tasks;
- To undertake any other related tasks as requested by the CivOpsHQ.

4. Essential Qualifications and Experience:

- Successful completion of university studies of at least 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. The qualification should be in Law with a specialization in Human Rights, International Public Law or Administrative Law;
- AND
- A minimum of 9 years of relevant professional experience, after having fulfilled the educational requirements;
- Extensive and progressively responsible professional experience in the field of human rights law;
- Experience working as a judge, law professor **or** admission to the bar or otherwise qualified to practice law in an EU Member State.

5. Essential Knowledge, Skills and Abilities:

- Substantial knowledge of international and regional human rights instruments and mechanisms such as the Convention for the Protection of Human Rights and

Fundamental Freedoms, EU policies, legislation, guidelines and best practices applicable in the human rights and rule of law sector;

- Ability to interpret and apply legislative instruments based on sound legal judgment.

6. Desirable Qualifications and Experience:

- International experience, particularly in crisis areas with multi-national and international organisations;
- Experience in working at the European Court of Human Rights, or other relevant international tribunals and human rights bodies.

7. Desirable Knowledge, Skills and Abilities:

- Good understanding of the political, cultural and security situation of the Balkans, in particular Kosovo;
- Ability to perform under stress and in difficult circumstances.

SECONDED/CONTRACTED POSITIONS

Position: Deputy Head of Human Resources Section	Employment Regime: Seconded/Contracted	Post Category for Contracted: Mission Support Staff - Management Level (MSML)
Ref. Number: EK 60051 Confirmed Vacancies: 1 Pending Vacancies: 0	Location: Western Balkans Region (Kosovo)	Availability: ASAP
Component/Department/Unit: Human Resources Section	Security Clearance Level: NOT REQUIRED	Open to Contributing Third States: NO

1. Reporting Line:

The Deputy Head of Human Resources Section reports to the Head of Human Resources Section.

2. Main Tasks and Responsibilities:

- To deputise for the Head of Human Resources (HR) and assist in the leading and monitoring of HR staff;
- To manage and coordinate HR administration work including
 - a. Overseeing the issuance and management of employment contracts;
 - b. Managing the HR administration contractor portfolio (e.g., health insurance, third party liability insurance, travel agency), drafting terms of reference, participating in evaluation of tenders, monitoring contractor performance;
 - c. Administering staff entitlements and benefits (e.g., monthly payroll, leaves, home travel, duty trip reimbursements);
 - d. Preparing and managing the HR budget.
- To assist in the implementation of all Council/Commission/Civilian Operations Headquarters (CivOpsHQ) legislations and instructions;
- To advise Mission management in the development, revision and implementation of Mission internal HR strategies, policies and procedures;
- To assist in the recruitment, selection, onboarding and deployment procedures;
- To advise Mission managers in staff performance management and evaluation;
- To address staff concerns, mediating conflicts, and fostering a safe and respectful working environment;
- To manage the handling of HR-related staff requests;
- To assist in the management and handling of complaints and appeals;
- To collaborate with HR training, delivering training and presentations;
- To ensure the accuracy of data entries in HR databases, liaising with the Mission's and CivOpsHQ's IT;
- To manage the accurate archiving, filing, digitalisation of HR files in line with the Mission's Personal Data Protection Regulations;
- To implement gender-responsive leadership and ensure gender and human rights mainstreaming internally and externally in mandate implementation;
- To uphold a strict zero tolerance policy to misconduct, including all forms of harassment, sexual harassment, discrimination and abuse, and proactively ensure an equal and inclusive work environment for all staff;
- To raise awareness of staff on their rights, obligations and appropriate standards of behaviour, including existing formal and informal complaint and support mechanisms.

3. General Tasks and Responsibilities:

- To identify and report on lessons learned and best practices within the respective area of responsibility;
- To contribute and ensure timely reporting within the respective area of responsibility;

- To take account of gender equality and human rights aspects in the execution of tasks;
- To undertake any other related tasks as requested by the Head of HR.

4. Essential Qualifications and Experience:

- Successful completion of university studies of at least 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 OR equivalent and attested police and/or military education or training or an award of an equivalent rank.
AND
- A minimum of 6 years of relevant professional experience, after having fulfilled the education requirements, out of which a minimum of 2 years at coordination/management level.

5. Essential Knowledge, Skills and Abilities:

- Ability to exercise collaborative, sound and effective leadership;
- Ability to advise, mentor and motivate professionally diversified and multicultural work force;
- Ability to establish, plan and review priorities;
- People management skills including the capacity to deal with different level stakeholders, disputes, grievances and staffing issues;
- Ability to communicate in an assertive, persuading manner including the ability to coach and negotiate;
- Ability to adapt new and emerging technologies to address business operational needs;
- Ability to perform under stress and in difficult circumstances;
- Ability to manage HR databases, ensuring data accuracy, analysis and reporting;
- Expertise in IT-related project management, including the coordination of digital tools, systems or software-based initiatives throughout the project lifecycle;
- Excellent knowledge of Microsoft Excel, including advanced functions, data analysis, and the preparation of reports and dashboards;
- High command of the Mission language (English).

6. Desirable Qualifications and Experience:

- A university degree in the field of Law, Social Science, Human Resources, Business Administration;
- Experience in public administration;
- International experience, particularly in crisis areas with multinational and international organisations.

7. Desirable Knowledge, Skills and Abilities:

- Language skills in Albanian, Serbian or any other Kosovo local language.

Position: Head of Finance Unit	Employment Regime: Seconded/Contracted	Post Category for Contracted: Expert
Ref. Number: EK 60205 Confirmed Vacancies: 1 Pending Vacancies: 0	Location: Western Balkans Region (Kosovo)	Availability: ASAP
Component/Department/Unit: Mission Support Department/ Finance Unit	Security Clearance Level: NOT REQUIRED	Open to Contributing Third States: NO

1. Reporting Line:

The Head of Finance Unit reports to the Head of Mission Support Department.

2. Main Tasks and Responsibilities:

- To lead, manage and coordinate the staff and work of the Finance Unit;
- To ensure sound and effective financial management of the Mission and the development of internal policies and procedures for finance matters;
- To define procedures for accounts, payments, petty cash, claims and other financial functions;
- To approve financial obligations, payments and disbursements.
- To ensure the integrity, accuracy and timely submission of internal and external financial reporting;
- To limit financial risk by taking action to evaluate the local banking infrastructure and the physical/electronic security of funds and internal controls;
- To liaise and cooperate on financial issues with relevant supervising authorities and all other relevant actors;
- To ensure that external audits are carried out and their recommendations implemented;
- To coordinate the preparations for the Mission's periodical budget, and liaise with the Civilian Operations Headquarters and the Foreign Policy Instrument;
- To identify goods and services required to improve the efficiency of the unit and define any related technical specifications for procurement;
- To identify, manage and report risks arising from the implementation of specific processes/systems/projects, including physical and electronic security of funds, and active, archived documents and transactions;
- To act as main Accounting Officer of the Mission
- To implement gender-responsive leadership and ensure gender and human rights mainstreaming internally and externally in mandate implementation;
- To uphold a strict zero tolerance policy to misconduct, including all forms of harassment, sexual harassment, discrimination and abuse, and proactively ensure an equal and inclusive work environment for all staff;
- To raise awareness of staff on their rights, obligations and appropriate standards of behaviour, including existing formal and informal complaint and support mechanisms.

3. General Tasks and Responsibilities:

- To identify and report on lessons learned and best practices within the respective area of responsibility;
- To contribute and ensure timely reporting on activities within the respective area of responsibility;
- To take account of gender equality and human rights aspects in the execution of tasks;
- To undertake any other related tasks as requested by the Head of Mission Support Department.

4. Essential Qualifications and Experience:

- Successful completion of university studies of at least 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

OR equivalent and attested police and/or military education or training or an award of an equivalent rank;

AND

- A minimum of 6 years of relevant professional experience, after having fulfilled the education requirements, out of which a minimum of 2 years at coordination/management level.

5. Essential Knowledge, Skills and Abilities:

- Ability to exercise collaborative, sound and effective leadership;
- Ability to manage, mentor and motivate a professionally diversified and multicultural team;
- Ability to establish, plan and review priorities;
- Knowledge of accounting and general financial principles;
- Proficiency in at least one accounting software;
- Excellent analytical, research and problem-solving skills.

6. Desirable Qualifications and Experience:

- International experience, particularly in crisis areas with multi-national and international organisations;
- University degree and/or Master's degree in Economics, Finance, Banking, Accounting and/or specialised training/course in Finance, Accounting like an Enterprise Resource Planning (ERP) system;
- International experience, particularly in crisis areas with multinational and international organisations.

7. Desirable Knowledge, Skills and Abilities:

- Knowledge of any of the official languages in Kosovo.

Position: Head of Communication and Information Systems Unit	Employment Regime: Seconded/Contracted	Post Category for Contracted: Expert
Ref. Number: EK 60220 Confirmed Vacancies: 1 Pending Vacancies: 0	Location: Western Balkans Region (Kosovo)	Availability: ASAP
Component/Department/Unit: Mission Support Department/ Technical Services/ Communication and Information Systems (CIS) Unit	Level of Security Clearance: EU SECRET	Open to Contributing Third States: NO

1. Reporting Line:

The Head of Communication and Information Systems Unit reports to the Head of Technical Services.

2. Main Tasks and Responsibilities:

- To lead, manage and coordinate the work and staff of the Communication and Information Systems (CIS) Unit;
- To advise the Head of Technical Services and Mission management on the development and implementation of CIS strategy, as well as to provide technical advice on CIS operational matters;
- To set the overall technology direction through strategic planning and development of multiyear work plans for CIS in line with organisational technology requirements in coordination of the IT Mission Support Platform in the Civilian Operations Headquarters (CivOpsHQ);
- To advise on the establishment, and thereafter to monitor the CIS budget to maintain operational capabilities and ensure a continuing evolution of technology implementation;
- To establish and maintain strategic service provider partnerships to provide best-in-class services to the Mission, optimising costs of services through a mix of internal and external resources;
- To coordinate all information technology activities and services, including management services, information systems services, systems administration services, network services, regional support services, and communications in the Mission;
- To ensure the implementation and monitoring of information systems security measures to safeguard the Mission critical data and systems under CIS control from threats including cyber threats and to provide advice in the case of systems belonging to the mission but outside of CIS control;
- To manage contracts and vendor relations related to outsourced/procured goods and services, such as hardware and software, network connectivity services, satellite communication services, internet services, telephony services, expert consultancies and external support services;
- To establish liaison and coordinate cooperation with other international organisations within the Mission area with regards to CIS technology;
- To draft and review CIS-related policies and directives and produce technical documents on disaster recovery and network/server documentation;
- To establish and maintain a reliable intra-organisational information flow between software developers, database administrators and clients/users;
- To resolve CIS related operational problems performing cost-benefit analyses on possible hard- and software solutions;
- To ensure the operation of the entire Mission network, to coordinate in-Mission computer hard- and software standardisation and to maintain security and backup of Mission data under CIS control;
- To support the technical maintenance and development of systems related to procurement, personnel management, finance control, assets control, pass and ID systems and databases;

- To draft tender specifications and originate requisitions for CIS related equipment, services, spare parts and supplies;
- To contribute to security and contingency policies for the Mission's CIS structure;
- To implement gender-responsive leadership and ensure gender and human rights mainstreaming internally and externally in mandate implementation;
- To uphold a strict zero tolerance policy to misconduct, including all forms of harassment, sexual harassment, discrimination and abuse, and proactively ensure an equal and inclusive work environment for all staff;
- To raise awareness of staff on their rights, obligations and appropriate standards of behaviour, including existing formal and informal complaint and support mechanisms.

3. General Tasks and Responsibilities:

- To identify and report on lessons learned and best practices within the respective area of responsibility;
- To contribute and ensure timely reporting within the respective area of responsibility;
- To take account of gender equality and human rights aspects in the execution of tasks;
- To undertake any other related tasks as requested by the line manager(s).

4. Essential Qualifications and Experience:

- Successful completion of university studies of at least 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. The qualification should be in the fields of Information Technology, Computer Sciences, Communications, Engineering or other related fields;
AND
- A minimum of 6 years of relevant professional experience, after having fulfilled the education requirements, including 2 years of experience in coordination of IT projects and 2 years of management experience.

5. Essential Knowledge, Skills and Abilities:

- Extensive knowledge of current technologies for information systems, networking systems, and communication systems;
- Extensive knowledge of industry best practices in IT strategy, governance, radio and satellite communication technology and cloud services solutions;
- Ability to manage, mentor and motivate a professionally diversified and multicultural team;
- Ability to establish plan and review priorities;

6. Desirable Qualifications and Experience:

- Experience in managing technical environments and operating Microsoft Office 365 servers running on the premises or on Microsoft Azure cloud;
- Certified training in industry best practices for IT service management (ITIL) or IT governance (COBIT);
- International experience, particularly in crisis areas with multinational and international organisations.

7. Desirable Knowledge, Skills and Abilities:

- Knowledge of organizational technology needs and solutions, with ability to communicate to end users as well as IT and communications specialists;
- Advanced knowledge of Microsoft Server and Operating Systems technologies, Cisco network devices and IOS. Relevant certifications are an asset;
- Advanced knowledge of Microsoft Exchange Server.