

Position Name: Protocol / Administrative Officer	Employment Regime: Local Contracted	Category: Grade II
Ref. Number: HoML02	Location: Ramat Gan	
Component/Department / Unit: Deputy HoM office	Availability: ASAP	

1. Main Duties and Responsibilities:

The Protocol/Administrative Officer provides protocol, liaison and administrative support to the Head of Mission and Deputy Head of Mission, facilitating official visits, engagements and events, and coordinating with diplomatic missions, governmental institutions and other relevant external stakeholders.

The main tasks include:

1.1. Protocol Functions

- Manage and coordinate all protocol matters related to the Head of Mission, Deputy Head of Mission, and visiting dignitaries.
- Plan, coordinate and implement protocol arrangements for official visits, high-level meetings, conferences, ceremonies, receptions, donor visits, media engagements and other Mission events, including official ceremonies, commemorative events and public diplomacy activities.
- Serve as the Mission focal point for diplomatic protocol matters with the EU Delegation – Tel Aviv, EY Representation Office – Jerusalem, government institutions in Ramallah, international organisations, diplomatic missions, EU institutions and relevant stakeholders, maintaining effective working relations and facilitating communication and coordination between the Mission and external stakeholders.
- Manage and facilitate visa applications, diplomatic accreditations, MFA cards, permits and other official documentation for Mission personnel and visitors, including for the Specialised Teams.
- Prepare protocol notes, briefing packages, seating arrangements, precedence lists, official programmes and logistical arrangements for VIP engagements and HoM/DHoM missions to Brussels (in coordination with the Personal Assistant of the HoM Office).
- Provide protocol advice and guidance to Mission members regarding diplomatic etiquette, official ceremonies and representational activities.
- Coordinate hospitality arrangements and protocol logistics in cooperation with the Mission Support Department and relevant Mission components.
- Maintain records of official contacts, diplomatic correspondence and protocol procedures.

1.2. Administrative and Corporate Support Functions

- Act as a focal point for administrative coordination between the Head of Mission's Office and the Mission Support Department.
- Monitor and facilitate administrative processes related to human resources, finance, procurement and logistics matters requiring Head of Mission/Deputy Head of Mission endorsement.
- Manage incoming and outgoing correspondence and maintain document tracking systems and records in accordance with Mission procedures.
- Organise meetings, prepare agendas, compile documentation and record minutes when required.
- Assist in preparing periodic reports, statistics and briefing materials concerning Mission protocol activities.
- Contribute to the development and improvement of administrative procedures and internal workflows related to protocol functions.

2. Essential Qualifications and Experience

- **Education:** Successful completion of a full course of university studies attested by a bachelor's degree in Public Administration, International Relations, Political Science, Business Administration, Law, Diplomacy or another relevant field. In lieu of a university degree, a minimum of six (6) years of relevant professional experience gained after the successful completion of secondary education may be considered.
- **Experience:** Minimum of five (5) years of relevant professional experience in protocol, liaison, executive support, administration, diplomatic services or related functions, including experience in organising official visits, high-level meetings and events, preferably in an international, diplomatic or governmental environment.
- **Language:** Excellent command of English, Hebrew and Arabic, both written and spoken.

Essential Knowledge, Skills and Abilities

- Excellent knowledge of diplomatic protocol, official etiquette and representational requirements.
- Strong organisational and planning skills with the ability to manage multiple priorities simultaneously.
- Excellent drafting, communication and interpersonal skills.
- Strong stakeholder engagement and liaison capabilities.
- Ability to handle sensitive and confidential information with discretion.
- Excellent coordination and problem-solving skills.
- Advanced proficiency in Microsoft Office applications and electronic document management systems.

- Ability to work independently under pressure and meet tight deadlines in a multicultural environment.

Desirable Qualifications and Experience

- Previous experience in an EU CSDP Mission, EU Delegation, international organisation, embassy or diplomatic environment.
- Formal training in diplomatic protocol and event management.
- Knowledge of EU institutional structures and procedures.
- Experience supporting senior executives or Heads of Mission.

Desirable Knowledge, Skills and Abilities:

- Political awareness and understanding of the regional context.
- High level of cultural sensitivity and diplomatic judgement.
- Event management and public diplomacy experience.
- Knowledge of records and information management practices.