

EUROPEAN EXTERNAL ACTION SERVICE



Annex 1

European Union Police Mission for the Palestinian Territories (EUPOL COPPS) 1-2023 Call for Contributions			
Organisation:	EUPOL COPPS		
Availability:	As indicated below		
Job Location:	Ramallah, Palestine		
Employment Regime:	As indicated below		
Job Titles/ Job Titles/ Vacancy Notice:	Ref.:	Name of the Post:	Availability:
	Seconded (9)		
	HoM 02	Deputy Head of Mission/Chief of Staff	ASAP
	HoM 02-b	Head of Operations*	ASAP
	HOM 09	Special Assistant to HoM	ASAP
	SSR 01	Head of Security Sector Reform Section	09.08.2023
	SSR 03	Ministerial Strategic and Policy Senior Police Adviser	ASAP
	SSR 05	Senior Police Adviser – General Policing	ASAP
	SSR 14	Senior Police Adviser – Training	31.08.2023
	PRE 04	Reporting Officer	01.09.2023
	JUS 08	Ministerial Legal and Administration Senior Adviser	01.09.2023
	Seconded/Contracted (4)		
	JUS 07	Legislative Drafting Senior Adviser	ASAP
	MSD 05	Chief of Finance	ASAP
	MSD 11	Chief of Communication & Information Systems Unit	ASAP
MSD 08	Chief of Logistics and Transport Unit**	ASAP	
Deadline for Applications:	On 16.06.2023 at 17:00 (CET)		

**subject to OPLAN approval*

***subject to availability of the position*

<p>Applications must be submitted via:</p>	<p>1) You have the nationality of an EU Member State: you must use Goalkeeper to apply.</p> <p>a) You are already registered on Goalkeeper AND you have an EU Login: https://goalkeeper.eeas.europa.eu/registrar/web</p> <p>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>
<p>Information :</p>	<p>For more information relating to selection and recruitment, please contact the Civilian Planning and Conduct Capability (CPCC):</p> <p>Ms Katriina Lilloiva cpcc.eupolcopps@eeas.europa.eu +32 (0)2 584 5276</p>

Seconded Personnel – For seconded positions, only personnel nominations received through official channels from EU Member States/Invited Third States¹ (Contributing States) will be considered. Contributing States will bear all personnel-related costs for seconded personnel, e.g. 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 7291/09 (10 March 2009) and 9084/13 (30 April 2013). Personnel seconded from Invited Third States are not entitled to receive allowances paid according to the Council documents 7291/09 (10 March 2009) and 9084/13 (30 April 2013).

Contracted Personnel – The Mission may recruit international staff on a contractual basis as required, through an employment contract. The employment contract with the Mission establishes the conditions of employment, rights and obligations, remuneration, allowances, travel and removal expenses and the applicable high-risk insurance policy. Preference will be given to seconded candidates.

Documents supporting educational qualifications and work experience should be accompanied by certified translations of the original documents in the English or French 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 Council approval of the extension of the current Mission mandate beyond 30 June 2023 and the appropriate Budgetary Impact Statement, the initial duration of the deployment should be of 12 months.

The Civilian Operations Commander requests that Contributing States propose candidates for the following international expert positions for EUPOL COPPS, according to the requirements and profiles described below: .

I. GENERAL CONDITIONS

Citizenship – Citizenship of an EU Member State or of a Contributing Third State¹

Integrity – The candidates must maintain the highest standards of personal integrity, impartiality and self-discipline within the Mission. 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. The candidates shall carry out their duties and act in the interest of the Mission.

Flexibility and Adaptability – The candidates must be able to work in arduous conditions with a limited network of support and 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 – The candidates must be able to undertake any other administrative 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 State/country of residence.

Education and Training

Candidates should have a recognised academic qualification under the European Qualifications Framework (EQF)¹ or equivalent, at a level specified in the individual job descriptions. Candidates are strongly advised to verify their compliance through the link available in the footer reference.

¹ <https://ec.europa.eu/ploteus/content/descriptors-page>

Knowledge

The 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 Skills² – Spoken and written proficiency in the working language of the Mission. Certain positions may require higher language skills further specified in the individual job descriptions.

Communication and Interpersonal Skills – The candidates must have excellent interpersonal and communication skills, both written and oral. In particular, they must be able to write reports in the working language of the Mission.

Organisational skills - The 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 strongly advised to verify their proficiency through the link available in the footer reference.

Driving Skills – The 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 essential requirements 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 SSR - The candidates must be acquainted with Security Sector Reform concepts and practices, especially in the Mission area.

Training and Experience – The candidates should have attended a Civilian Crisis Management Course or equivalent.

Language – Some proficiency in local language(s), depending on the job tasks and responsibilities.

Driving Licence - Category C or equivalent driving licence.

III. ESSENTIAL DOCUMENTS AND EQUIPMENT FOR SELECTED CANDIDATES

Passport – The support of Contributing States is strongly recommended in the issuance of a Diplomatic Passport for Mission Members. This is to facilitate and afford appropriate operational freedom of movement within the Mission area (including both Israel and occupied Palestinian Territories).

Visas – The Mission shall facilitate visas for selected personnel with EU citizenship once the Mission Members have been deployed in the country. Therefore a visa prior to the deployment is not required.

² [Common European Framework of References for Languages](#)

Education diploma(s)/certificate(s) or/and professional certificate(s) – The 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 duties.

Required Personnel Security Clearance (PSC) – The selected candidates will have to be in possession of the necessary level of Personnel Security Clearance (PSC) as specified in the respective job descriptions.

For seconded experts, the original certificate of the national security clearance or a proof of the initiation of the process must accompany them upon deployment.

For contracted experts, the process will be initiated by the Mission upon deployment. For both seconded and contracted experts, access to European Union Classified Information (EUCI) will be limited to RESTRICTED until the issuance of their national security clearance.

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

Medical Certificate – Selected candidates should undergo an extensive medical examination and be certified medically fit for Mission duty. As temporary measure and while the COVID-19 pandemic persists, Mission will take into account the exceptional circumstances of COVID-19 crises. In a similar manner a dental examination should be certified where it is stated 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 candidates 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 (CivOpsCdr Instruction 12-2018 as amended).

The Head of Mission reserves 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 (Annex 2 - List of Recommended Security Equipment sent to the Contributing States).

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

IV. ADDITIONAL INFORMATION

Gender balance - The EU strives for improved gender balance in CSDP Mission operations in compliance with UNSCR 1325 on Women, Peace and Security (WPS). The CPCC encourages the Contributing States and European Institutions to take this into account when offering contributions.

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 by 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.

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.

Accommodation - Mission Members will arrange their accommodation and carry all the costs.

Training – The selected candidates should complete Missionwise, and e-SAFE modules ³ which are designated for the delegations or an equivalent course.

Pre-Deployment Training (PDT) – The candidate 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, and its Directorate CPCC 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 and bodies and on the free movement of such data, as implemented in the EEAS by the Decision of the High Representative of the Union for Foreign Affairs and Security Policy of 8 December 2011. The Privacy statement is available on the [EEAS website](#).

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 Operation Plan (OPLAN).

³ <https://webgate.ec.europa.eu/eeas/security-e-learning>

Position Name: Deputy Head of Mission/Chief of Staff	Employment Regime: Seconded	
Ref. Number: HoM 02	Location: Ramallah	Availability: ASAP
Component/Department/Unit: Head of Mission Office	Security Clearance Level: EU Secret	Open to Contributing Third States: No

1. Reporting Line:

The Deputy Head of Mission/Chief of Staff reports to the Head of Mission.

2. Main Tasks and Responsibilities:

- To deputise and represent the Head of Mission as required;
- To participate in the development of the overarching Mission policy and implementation strategy;
- To participate in the development and overall planning of the Mission activities and the development of Mission reports in cooperation with the Chief of Staff;
- To participate in the implementation of the Mission mandate following up on operational activities, with due respect to the core function of the Head of Operations;
- To support the Head of Mission in the duty of care of Mission members and contribute as required;
- To support the advancement of Human Rights and Gender related aspects with relevant Mission internal and external stakeholders, including civil society actors, in close coordination with the Mission's Human Rights and Gender advisers;
- To support the Mission efforts to coordinate and collaborate with EU representatives (notably EU Delegations, military Common Security Defence Policy (CSDP) Missions and Operations and EU Justice and Home Affairs agencies), Member States and other international actors in line with the integrated approach;
- To support the Head of Mission in delivering strategic communications including targeted work on disinformation;
- To fulfil the role of responsible authority in the framework of the Code of Conduct and take disciplinary decisions in the first instance;
- To ensure Mission Standard Operating Procedures are developed, implemented and periodically reviewed;
- To provide instructions and review reports delegated by the Head of Mission;
- To supervise the Office of the Chief of Staff and the following units: Planning, Reporting and Evaluation, Legal Advice and Human Resources;
- To administratively coordinate the advisers to the Head of Mission (Legal, Political, Human Rights, Gender and Environment) and the Project Cell on aspects related to human resources management;
- To manage the Mission headquarters functions including Mission Support ensuring all aspects are globally considered for Head of Mission decision-making and for the analysis of the internal reporting of Mission activities;
- To ensure all Mission activities are consistently planned, supported and executed in a qualitative manner;
- To organise the regular senior management team meetings, all staff meetings, periodic Mission implementation meetings;
- To ensure Mission members are periodically updated on Mission implementation progress, resource requirements and the political and security situation in the Mission area;
- To ensure liaison and cooperation are maintained with the local authorities as well as with governmental and non-governmental organisations and other national or international stakeholders;
- To ensure Mission Standard Operating Procedures are properly developed, implemented and periodically reviewed;
- To contribute to the training of Mission members;

- 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 OR equivalent and attested police and/or military education or training or an award of an equivalent rank; AND
- A minimum of 12 years of relevant professional experience, after having fulfilled the education requirements, out of which a minimum of 5 years at senior 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 governmental decision makers;
- Knowledge of human rights, gender equality and Women, Peace and Security commitments;
- Excellent level of spoken and written English.

6. Desirable Qualifications and Experience:

- Master's degree/MBA in management, business administration or other related subjects, or international/national certificate/diploma in management/leadership;
- Experience in performance and change management;
- Experience in strategic analyses, planning and reporting;
- Professional qualification and/or certificate in management/leadership;
- International experience, particularly in crisis areas with multinational and international organisations.

Position Name: Head of Operations	Employment Regime: Seconded	
Ref. Number: HOM 02-b	Location: Ramallah	Availability: ASAP
Component/Department/Unit: Head of Mission Office/Operations	Security Clearance Level: EU Confidential	Open to Contributing Third States: No

1. Reporting Line:

The Head of Operations reports to the HoM.

2. Main Tasks and Responsibilities:

- To lead, manage and coordinate the work and staff of the Operations Department ensuring tasks are carried out in accordance with the Mission mandate and Operation Plan (OPLAN);
- To supervise the conduct of Mission operational activities and ensure orientation and operational coherence;
- To contribute to the development of the Mission overarching policy and Mission implementation strategy;
- To ensure Mission management are regularly updated on Mission operational requirements and mandate implementation progress particularly in relation to resource requirements;
- To ensure the Mission operational elements are updated regularly on the political and security situation in the Mission area, based on inputs and assessments from the Political Adviser and the Mission Security;
- To proactively seek advice from the Mission legal, gender, human rights and environmental advisers to effectively execute the Operations obligations in line with overarching EU policies and standards;
- To provide input for drafting and updating the Mission Implementation Plan and identify Mission operational requirements as situations evolve;
- To design Mission operational activities, tasks and objectives;
- To ensure close cooperation with local counterparts and other relevant stakeholders;
- To cooperate with other EU and international actors within the scope of the Mission mandate;
- To coordinate with project leaders on funding required for the execution of Mission activities within the area of responsibility;
- To ensure Standard Operating Procedures are developed, implemented and periodically reviewed;
- To contribute to the induction and training of Mission members;
- 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;
- Proactively 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 OR equivalent and attested police and/or and military education or training or an award of an equivalent rank; AND

- A minimum of 10 years of relevant professional experience, out of which a minimum of 5 years at coordination/management level, after having fulfilled the education requirements.

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;
- Knowledge of human rights, gender equality and Women, Peace and Security commitments;
- Understanding of peace stabilisation mechanisms and conflict prevention.

6. Desirable Qualifications and Experience:

- Experience in performance and change management;
- Experience in strategic analyses, planning and reporting;
- Professional qualification and/or certificate in management/leadership;
- International experience, particularly in crisis areas with multinational and international organisations.

7. Desirable Knowledge, Skills and Abilities:

- Arabic language skills.

Position Name: Special Assistant to the Head of Mission	Employment Regime: Seconded	
Ref. number: HOM 09	Location: Ramallah	Availability: ASAP
Component/Department/Unit: Office of the HoM	Security Clearance Level: EU Confidential	Open to Contributing Third States: No

1. Reporting Line:

The Special Assistant reports to the DHoM/CoS.

2. Main Tasks and Responsibilities:

- To coordinate the Head of Mission Office;
- To review documents, reports and letters prepared for signature by HoM in order to ensure quality and accuracy in substance;
- To prepare and manage letters, memos, and other correspondence; to receive and distribute correspondence;
- To draft speeches, key messages, talking points, background briefings, papers, and minutes from meetings;
- To manage the calendar of HoM, including making travel arrangements for HoM;
- To ensure smooth information flow from and within the Head of Mission Office;
- To ensure the HoM is kept abreast of any developments and information pertaining to the execution of his tasks and responsibilities;
- To coordinate protocol activities;
- To ensure handling and storage of confidential documentation and related information;
- To accompany the Head of Mission to external meetings and provide readouts;
- To assist the Head of Mission in clearing Mission 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. Bachelor's degree. The qualification should be in any of the domains Law, Business or Public Administration or Diplomacy or other related field OR equivalent and attested police and/or military education or training or an award of an equivalent rank;
- A minimum of 3 years or relevant professional experience, after having fulfilled the education requirements.

5. Essential Knowledge, Skills and Abilities:

- Drafting, reviewing, editing and presentation skills;
- Ability to maintain objectivity in complex scenarios and to display sensitivity and sound judgment;
- Organisational skills and the ability to prioritise deadlines;
- Familiar with diplomatic protocol;
- Language skills (as applicable).

6. Desirable Qualifications and Experience:

- Experience in liaising with rule of law institutions;
- Experience in liaising with senior governmental interlocutors;
- International experience, particularly in crisis areas with multinational and international organisations.

7. Desirable Knowledge, Skills and Abilities:

- Good analysis-synthesis skills

Position Name: Head of Security Sector Reform Section	Employment Regime: Seconded	
Ref. Number: SSR 01	Location: Ramallah	Availability: 09.08.2023
Component/Department/Unit: Security Sector Reform Section	Security Clearance Level: EU Confidential	Open to Contributing Third States: No

1. Reporting Line:

The Head of Security Sector Reform Section reports to the Head of Operations.

2. Main Tasks and Responsibilities:

- To lead, manage and coordinate the work and staff of the Section in the implementation of the Mission mandate as set out in the OPLAN and relevant planning documents;
- To oversee the Section's input to the development and regular updating of the Mission Implementation Plan by supporting the identification of relevant Mission operational requirements;
- To ensure consistency and sustainability of the Mission operational activities over time;
- To oversee the Section's contribution to the Mission's internal and external reporting against benchmarking;
- To work in close cooperation with the other Mission Components and horizontal advisers;
- To maintain necessary contacts and build relationships with relevant local counterparts and international actors in the field of responsibility;
- To act as the representative of the Section with external interlocutors as required;
- To support the development of the local authorities in the field of Civilian Security Sector Reform;
- To deputise for the Head of Operations when so appointed by the Head of Operations;
- To identify, manage and report the risks arising from the specific processes, systems and projects;
- 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 OR equivalent and attested police and/or military education or training or an award of an equivalent rank; 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 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 governmental decision makers.

6. Desirable Qualifications and Experience:

- Master's degree in management, business administration or other related subjects, or international/national certificate/diploma in management/leadership;
- Management experience in an international organisation operating in a conflict or immediate post conflict situation;
- Experience in strategic analyses, planning and reporting as well as a sound understanding of strategic and operational considerations;
- International experience, particularly in crisis areas with multinational and international organisations.

7. Desirable Knowledge, Skills and Abilities:

- C1/C driving licence and ability of driving 4x4 vehicles.

Position Name: Senior Police Adviser - Ministerial Strategic and Policy	Employment Regime: Seconded	
Ref. Number: SSR 03	Location: Ramallah	Availability: ASAP
Component/Department/Unit: Head of Security Sector Reform Section	Security Clearance Level: EU Confidential	Open to Contributing Third States: Yes

1. Reporting Line:

The Senior Police Adviser reports to the Head of the Security Sector Reform Section.

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 and mentoring local counterpart on the strategic and operational level;
- To support the Mission to address areas of structural weaknesses in the performance and accountability of counterparts/institutions and 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 liaise closely with other horizontal advisers;
- To design and deliver training;
- To support the development of the Ministry of Interior in the field of developing policies through activities such as: establish and maintain contacts/coordination with other international and national stakeholders, operating in the theatre with similar goals;
- To be the key interlocutor with the Ministry of Interior.

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 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.

5. Essential Knowledge, Skills and Abilities:

- Ability to mentor, advise and motivate local counterparts;
- Experience of designing and delivering training;
- Knowledge of policing, security sector reform and strategic planning methodology;
- Ability to establish and maintain contacts/coordination with other international and national stakeholders, operating in the theatre with similar goals.

6. Desirable Qualifications and Experience:

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

7. Desirable Knowledge, Skills and Abilities:

- Arabic language skills.

Position Name: Senior Police Adviser - General Policing	Employment Regime: Seconded	
Ref. Number: SSR 05	Location: Ramallah	Availability: ASAP
Component/Department/Unit: Security Sector Reform Section	Security Clearance Level: EU confidential	Open to Contributing Third States: Yes

1. Reporting Line:

The Senior Police Adviser reports to the Head of Security Sector Reform Section.

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 and mentoring local counterpart on the strategic and operational level;
- To support the Mission to address areas of structural weaknesses in the performance and accountability of counterparts/institutions and 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 liaise closely with other horizontal advisers;
- To design and deliver training;
- To support the development of the Ministry of Interior (MoI) and/or Palestinian Civilian Police (PCP) in the field of strategic, tactical and operational development;
- To be the key interlocutor with the MoI and/or PCP.

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 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.

5. Essential Knowledge, Skills and Abilities:

- Ability to mentor, advise and motivate local counterparts;
- Experience of designing and delivering training;
- Knowledge of general policing issues and experience in field operations, crime and/or traffic police;
- Ability to engage with senior officials/governmental level decision makers.

6. Desirable Qualifications and Experience:

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

7. Desirable Knowledge, Skills and Abilities:

- Arabic language skills;
- Experience in an advisory role.

Position Name: Senior Police Adviser - Training	Employment Regime: Seconded	
Ref. Number: SSR 14	Location: Ramallah	Availability: 31.08.2023
Component/Department/Unit: Security Sector Reform Section	Security Clearance Level: EU Confidential	Open to Contributing Third States: Yes

1. Reporting Line:

The Senior Adviser/Expert reports to the Head of Security Sector Reform Section.

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 and mentoring local counterpart on the strategic and operational level;
- To support the Mission to address areas of structural weaknesses in the performance and accountability of counterparts/institutions and propose relevant solutions;
- To maintain necessary contacts and build relationships with relevant local counterparts;
- To design and deliver training;
- To identify training gaps and support PCP in developing long-term training plans;
- To support PCP in developing curricula for various fields of training and/or education;
- To support PCP in developing and implementing in-service trainings;
- To support the PCP Training Administration and the PCPS in identifying the appropriate equipment and infrastructure needed to deliver effective training;
- To be embedded within the local institution, security permitting;
- To develop policies in line with the local institutions.

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 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.

5. Essential Knowledge, Skills and Abilities:

- Ability to mentor, advise and motivate local counterparts;
- Knowledge of organisational interdependencies in a police training organisation;
- Knowledge of modern training tools (for instance e-learning, virtual training systems, language labs, etc.).
- Ability and/or experiences to establish and maintain contacts/coordination with other international and national stakeholders, operating in the theatre with similar goals;
- Experience of designing and delivering training.

6. Desirable Qualifications and Experience:

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

7. Desirable Knowledge, Skills and Abilities:

- C/C1 driving licence and ability of driving 4x4 vehicles
- Arabic language skills.

Position Name: Senior Ministerial Adviser	Employment Regime: Seconded	
Ref. Number: JUS 08	Location: Ramallah	Availability: 01.07.2023
Component/Department/Unit: Justice Section	Security Clearance Level: EU Confidential	Open to Contributing Third States: Yes

1. Reporting Line:

The Senior Ministerial Adviser/Expert reports to the Head of Justice Section.

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 and mentoring local counterpart on the strategic and operational level;
- To support the Mission to address areas of structural weaknesses in the performance and accountability of counterparts/institutions and 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 liaise closely with other horizontal advisers;
- To design and deliver training;
- To support the implementation of the Justice Sector Strategy, its legal framework and the restructuring of the internal organisation in the Ministry of Justice (MoJ);
- To support and assist key MoJ units through continuous technical advice, mentoring and, if appropriate, training of staff at the operational level;
- To identify, plan, develop, and implement projects aiming at enhancing professional capacities of staff members of the MoJ;
- To facilitate joint projects and activities with other institutions or organisations aiming at enhancing the capacities of the MoJ;
- To assist and advise the MoJ, and relevant officials within the MoJ, in their efforts to improve good governance and increase efficiency in their decision-making processes and internal work-flow.

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 OR equivalent and attested police and/or military education or training or an award of an equivalent rank; the qualification should be in Law OR equivalent and attested police and/or military education or training or an award of an equivalent rank;
- A minimum of 6 years of relevant professional experience, after having fulfilled the education requirements.

5. Essential Knowledge, Skills and Abilities:

- Ability to mentor, advise and motivate local counterparts;

- Experience of designing and delivering training;
- Knowledge of judicial reform processes, criminal procedures and administration of justice.

6. Desirable Qualifications and Experience:

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

7. Desirable Knowledge, Skills and Abilities:

- Arabic language skills.

Position Name: Legislative Drafting Senior Adviser	Employment Regime: Seconded / Contracted	Post Category for Contracted: Mission Support Management Level (MSML)
Ref. Number: JUS 07	Location: Ramallah	Availability: ASAP
Component/Department/Unit: Justice Section	Security Clearance Level: EU Confidential	Open to Contributing Third States: No

1. Reporting Line:

The Legislative Drafting Senior Adviser reports to the Head of Justice Section.

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 and mentoring local counterparts on the strategic and operational level;
- To support the Mission to address areas of structural weaknesses in the performance and accountability of counterparts/institutions and 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 ensure timely reporting on activities as per planning documents;
- To maintain necessary contacts and build relationships with relevant local counterparts;
- To liaise closely with other Mission horizontal advisers;
- To design and deliver training;
- To support the development of the local institutions Ministry of Justice, the Ministry of Interior, the Legal Office of the Council of Ministers and other relevant legislative structures in the field of criminal justice;
- To advise on and support the implementation of the Justice Sector Strategy and its legal framework, and supporting the development of a coherent legislative drafting process and monitoring relevant legislative developments in the field of criminal justice.

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 first 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; The qualification should be in Law; AND
- A minimum of 6 years of relevant professional experience in drafting and revising legislation, particularly in the area of criminal justice institution, after having fulfilled the education requirements.

5. Essential Knowledge, Skills and Abilities:

- Ability to mentor, advise and motivate local counterparts;
- Experience of designing and delivering training;
- Knowledge of the particular field of expertise.

6. Desirable Qualifications and Experience:

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

7. Desirable Knowledge, Skills and Abilities: N/A.

Position Name: Chief of Finance	Employment Regime: Seconded/Contracted	Post Category for Contracted: Mission Support Management Level (MSML)
Ref. number: MS 05	Location: Ramallah	Availability: ASAP
Component/Department/Unit: Mission Support Department/ Finance Unit	Security Clearance Level: EU Confidential	Open to Contributing Third States: No

1. Reporting Line

The Chief of Finance reports to the Head of Mission Support.

2. Main Tasks and Responsibilities

- To lead, manage and coordinate the staff and work of Finance Unit;
- To ensure sound and effective financial management of the Common Security Defence Policy Mission and the development of internal policies and procedures for finance;
- To define procedures for accounts, payments, petty cash, claims and other financial functions in a multicurrency system;
- 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 and evaluate the local banking infrastructure, the physical/electronic security of funds and internal controls;
- To liaise and cooperate on financial issues with the 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 Missions' periodical budget, and liaise with Civilian Planning and Conduct Capability and Foreign Policy Instrument;
- To identify goods and services required to improve the efficiency of the unit and define the technical requirements for procurement;
- To identify, manage and report the risks arising from the implementation of specific processes/systems/projects, including physical and electronic security of funds, and active, archived documents and transactions;
- 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 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;
- Ability to establish/review priorities, to plan and to exercise control;
- Analytical, research and problem-solving skills.

6. Desirable Qualifications and Experience:

- University and/or Master's degree in Economics/Finance/Banking/Accounting and/or specialised training/course in finance/accounting or another related field;
- Knowledge of current technologies used for 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:

- Understanding of the political, cultural and security situation of the region.

Position Name: Chief of Logistics and Transport Unit	Employment Regime: Seconded/Contracted	Post Category for Contracted: Expert level
Ref. Number: MSD 08	Location: Ramallah	Availability: ASAP
Component/Department/Unit: Mission Support Department/ Logistics and Transport Unit	Security Clearance Level: EU Confidential	Open to Contributing Third States: No

1. Reporting Line:

The Chief of Logistics and Transport Unit reports to the Head of Mission Support Department.

2. Main Tasks and Responsibilities:

- To lead, manage and coordinate the work and staff of the Logistics and Transport Unit
- To advise the Mission on logistical requirements in line with operational decisions within budgetary and time constraints;
- To advise the Senior Mission Security Officer on logistical requirements related to Mission Contingency Plans;
- To maintain the asset registry of all Mission assets with the support and contribution of relevant Mission units;
- To ensure acceptance/rejection status reports of goods and equipment entering the Mission are maintained;
- To liaise with procurement in the preparation of technical specifications of tenders;
- To organise the storage and rotation of stock and disposal as appropriate in line with disposal rules and regulations;
- To administer lease contracts of all rented premises and any other general service related contracts;
- To identify, manage and report the risks arising from the implementation of specific processes, systems and projects;
- To be responsible for managing the Mission transportation and advise senior management on fleet and transport related matters;
- To establish a fleet management system incorporating vehicle usage, mileage, fuel consumption, maintenance, damages/repair of vehicles, road accidents and insurance cover;
- To establish a management system for the coordination/supervision of storage, allocation, distribution, consumption and future needs;
- To provide advice, support and training on transport related matters to Mission members;
- To ensure the necessary storage, distribution and allocation of vehicles and associated equipment to Mission members;
- To be responsible for the efficient execution of contracts related to acquisition, maintenance/services, repair and vehicle insurance;
- To identify supplies/services for future vehicles and define requirements and costs;
- To participate in the procurement process for vehicle supplies and services;
- To ensure effective management of logistics databases, inventories and lists of equipment;
- To support facility management, transportation and services management to ensure delivery of services;
- 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.
- To develop internal guidelines and Standard Operating Procedures in the area of responsibility;

- To manage the budget of the unit;

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 Logistics, Transport, , Engineering, Administration or other related field) 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 current Warehousing technology and Supply Chain Management;
- Awareness of product and services markets and industrial business networks.

6. Desirable Qualifications and Experience:

- Master's Degree in management, business administration, international/national certificate/diploma in management/leadership or other related field;
- Knowledge of Enterprise Resource Planning (ERP) System;
- Experience in the implementation of EU procurement processes and regulations;
- Knowledge of current technologies used for Logistics, Fleet Management, Supply Chain Management, Asset Management, Inventories like an Enterprise Resource Planning (ERP) System;
- International experience, particularly in crisis areas with multi-national and international organisations.

7. Desirable Knowledge, Skills and Abilities:

- Understanding of budget processes;

Position Name: Chief of Communication and Information Systems (CIS) Unit	Employment Regime: Seconded/Contracted	Post Category for Contracted: Expert level
Ref. Number: MSD 11	Location: Ramallah	Availability: ASAP
Component/Department/Unit: Mission Support Department / CIS Unit	Security Clearance Level: EU Secret	Open to Contributing Third States: No

1. Reporting Line:

The Head of Communication and Information Systems reports to the Head of Mission Support Department.

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 Mission Support on development and implementation of Communication and Information Systems strategy and 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 with the IT Mission Support Platform in Civilian Planning and Conduct Capability (CPCC);
- To establish and monitor the CIS budget to maintain operational capabilities and ensure continuing evolution of technology implementation;
- To establish and maintain strategic service provider partnerships to provide best-in-class services to the Mission and optimize 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 from cyber threats;
- To manage contracts and vendor relations related to outsourced/procured goods and services, such as hardware, software, network connectivity services, satellite communication services, internet services, telephony services, expert consultancies and external support services;
- To identify, manage and report the risks arising from the implementation of specific processes, systems, projects under the area of responsibility;
- 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 Information Technology, Computer Science, Communications, Engineering or other related field; AND

- A minimum of 6 years of relevant professional experience, after having fulfilled the education requirements, including 2 years of experience in the coordination of IT projects.

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;
- 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.

6. Desirable Qualifications and Experience:

- Experience 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 organisational technology needs and solutions, with ability to communicate to end users as well as IT and communications specialists;
- Project management skills and practical experience with project management tools.
- Arabic language skills.