

# EUROPEAN EXTERNAL ACTION SERVICE



## Annex 1

<b>EU Mission in Armenia</b> <b>EUMA</b> <b>2-2024 Call for Contributions</b> Requirements and Job Descriptions				
<b>Organisation:</b>	<b>EU Mission in Armenia</b>			
<b>Job Location:</b>	<b>As indicated below</b>			
<b>Employment Regime:</b>	<b>As indicated below</b>			
Job Titles/ Vacancy Notice:	Ref.:	Name of the post:	Location:	Availability:
	<b><u>Seconded (31)</u></b>			
	ARM 27 ARM 126	Reporting Officer (2 positions)	Yeghegnadzor	ASAP
	ARM 35	Operations Officer (5 positions)	Yeghegnadzor	08.07.2024
	ARM 36			02.10.2024
	ARM 87			ASAP
	ARM 88			ASAP
	ARM 123			ASAP
	ARM 38	Monitoring Team Leader	Jermuk	ASAP
	ARM 40	Monitor (9 positions)	Martuni	01.10.2024
	ARM 41*		Yeghegnadzor	ASAP
	ARM 46*		Goris	ASAP
	ARM 55		Martuni	06.09.2024
	ARM 57		Goris	09.09.2024
	ARM 58		Kapan	11.10.2024
	ARM 99		Goris	08.08.2024
	ARM 100		Ijevan	ASAP
	ARM 146		Goris	ASAP
	ARM 97	Monitoring Deputy Team Leader	Yeghegnadzor	03.10.2024
	ARM 104	Mission Security Officer (2 positions)	Yeghegnadzor	ASAP
	ARM 110		Ijevan	
	ARM 106	Mission Information Security Officer (MISO)	Yeghegnadzor	ASAP
	ARM 108	Security Operations Room Officer (SORO)	Yeghegnadzor	ASAP
	ARM 115	Nurse (5 positions)	Ijevan	ASAP
	ARM 116		Martuni	
	ARM 117		Jermuk	
	ARM 118		Goris	
	ARM 119		Kapan	
	ARM 120	Deputy Operations Team Leader	Yeghegnadzor	ASAP

ARM 155	Press and Public Information Officer	Yeghegnadzor/Yerevan	ASAP
ARM 159	Cyber Security Officer	Yeghegnadzor	ASAP
ARM 160	Communication and Information Systems (CIS) Assistant	Yeghegnadzor	ASAP
<b>Seconded/Contracted (12)</b>			
ARM 04	Senior Mission Security Officer	Yeghegnadzor	03.10.2024
ARM 07	Mission Security Officer - Field Security Instructor	Yeghegnadzor	16.10.2024
ARM 15*	Head of Finance	Yeghegnadzor	ASAP
ARM 32	Senior Medical Adviser	Yeghegnadzor	16.10.2024
ARM 33	Medical Adviser	Yeghegnadzor	ASAP
ARM 109*	Security Operations Room Officer (SORO)	Yeghegnadzor	ASAP
ARM 157*	Finance Officer	Yeghegnadzor	ASAP
ARM 158*	Supply Chain Officer	Yeghegnadzor	ASAP
ARM 161*	Facilities Management Officer	Yeghegnadzor	ASAP
ARM 162*	Asset Management Officer	Yeghegnadzor	ASAP
ARM 163	Head of Transport	Yeghegnadzor	ASAP
ARM 164*	Transport Officer	Yeghegnadzor	ASAP
<b>Deadline for Applications:</b>	<b>Wednesday, 05 June Month 2024 at 17:00 (Brussels time)</b>		
<b>Applications must be submitted to:</b>	<p><b>1) You have the nationality of an EU Member State: you must use Goalkeeper to apply:</b></p> <p><b>a) You are already registered on Goalkeeper AND you have an EU Login:</b>  <a href="https://goalkeeper.eeas.europa.eu/registrar/web">https://goalkeeper.eeas.europa.eu/registrar/web</a></p> <p><b>b) You do not have a Goalkeeper account or an EU Login:</b>  <a href="https://goalkeeper.eeas.europa.eu/registrar/web/DPA/357/details.do">https://goalkeeper.eeas.europa.eu/registrar/web/DPA/357/details.do</a></p> <p>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><b>Please note:</b> 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>		
<b>Information:</b>	<p>For more information relating to selection and recruitment, please contact the Civilian Planning and Conduct Capability (CPCC):</p> <p><b>Ms Sonam DEPRIS</b>  <a href="mailto:CPCC-EUM-ARMENIA@eeas.europa.eu">CPCC-EUM-ARMENIA@eeas.europa.eu</a>  <b>+32 (2) 484 614 870</b></p>		

\* Availability of post is pending on confirmation of deployment

### Medium Risk Non-Family Mission

EUMA bears a Low and Medium Risk 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. Subject to deterioration of the security situation and possible evolution of the SIAC risk rating, the Head

of Mission will propose, in consultation with the EEAS Security Department, to the Civilian Operation Commander, to take measures to change the application of the Low and/or Medium Risk Non-Family status into High Risk Non-Family status.

**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 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.

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 Operations Commander requests that EU Member States and Contributing Third States (Contributing States) propose candidates for the following international expert positions for [Mission], 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 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)** – 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** – 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 (CivOpsCdr 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.

**HEAT Certificate** - For positions in the Forward Operating Bases, completed 4-5 days HEAT training attested by certificate, is mandatory and recommended for other Operations and Security and Duty of Care positions. Selected seconded candidates are to undergo the training prior to being deployed to the 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 is committed to an equal opportunities policy for all its employees and applicants for employment. As an employer, the EEAS is committed to promoting gender equality and to preventing discrimination on any grounds. It actively welcomes applications from all qualified candidates from diverse backgrounds and from the broadest possible geographical basis amongst the EU Member States. We aim 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 CPCC 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 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. 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-learning>.

**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, 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, bodies, offices and agencies and on the free movement of such data. 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).

## 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**

<b>Position Name:</b> Reporting Officer (2 positions)	<b>Employment Regime:</b> Seconded	
<b>Ref. Number:</b> ARM 27, 126	<b>Location:</b> Yeghegnadzor	<b>Availability:</b> ASAP
<b>Component/Department/Unit:</b> Operations/Reporting and Analysis	<b>Security Clearance Level:</b> EU SECRET	<b>Open to Contributing Third States:</b> No

**1. Reporting Line**

The Reporting Officer reports to the Head of Reporting and Analysis.

**2. Main Tasks and Responsibilities:**

- To monitor and collect information on political events and trends, with a particular focus on the host country, EU and international relevant stakeholders, that may impact on the situation in the Missions' 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 periodic and ad-hoc reports for submission to the chain of command, the Mission's operational headquarters, and EU Member States regarding Mission's mandate implementation;
- To contribute to the development and regular updating of the Mission Implementation Plan (MIP);
- To prepare and give presentations; produce talking points, speeches and presentations for various purposes and contexts; and draft meetings reports;
- To receive debriefings from all Forward Operating Bases patrols after their return from their daily patrol duties so that all relevant monitoring information is available and inputted into the daily Forward Operating Bases reports;
- To review patrol reports for quality and accuracy, and to advise patrol leaders and team leaders accordingly;
- To process and to analyse information gathered by patrols;
- To maintain and to regularly update the computerised knowledge databases and statistics.

**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 process, analyse and report on all operational findings from the Forward Operating Bases within the Operations department;
- To maintain close working relationships with Forward Operating Bases to verify facts and ensure submission of high-quality information;
- 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 **OR** equivalent and attested police and/or military education or training or an award of an equivalent rank; **AND**

- After having fulfilled the education requirements, a minimum of 4 years of relevant professional experience.

**5. Essential Knowledge, Skills and Abilities**

- Drafting and editing skills;
- Communication and presentation skills;
- Analytical capability and knowledge of information collection;
- Political awareness and understanding;
- English language skills: minimum B2 (Independent User).

**6. Desirable Qualifications and Experience:**

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

**7. Desirable Knowledge, Skills and Abilities:**

- Sound judgment in identifying priority issues from information received;
- Ability to synthesize information;
- Knowledge of Russian and/or Armenian Language.



<b>Position Name:</b> Operations Officer (5 positions)	<b>Employment Regime:</b> Seconded	
<b>Ref. Number:</b>	<b>Location:</b>	<b>Availability:</b>
ARM 35	Yeghegnadzor	08.07.2024
ARM 36		02.10.2024
ARM 87, 88, 123		ASAP
<b>Component/Department/Unit:</b> Operations	<b>Security Clearance Level:</b> EU CONFIDENTIAL	<b>Open to Contributing Third States:</b> No

### 1. Reporting Line:

The Operations Officer reports to the Operations Team Leader (OPS TL).

### 2. Main Tasks and Responsibilities:

- To plan, task and oversee the implementation of all patrolling activities;
- To oversee the allocation of personnel, vehicles and resources to operational tasks;
- To manage the communication flow between the OPS Office and the Forward Operating Bases (FOB) by briefing staff and compiling reports so that all FOBs personnel are kept informed and updated on events;
- To handle incidents and events in the Area of Responsibility as a member of the Security Management Team;
- To suggest amendments to Mission Operations for the effective implementation of the mandate through the chain of command;
- To co-ordinate training activities;
- To conduct quantitative and qualitative analysis of inputs originating from the operational activities and state of play on mandate implementation;
- To produce timely and accurate periodic and ad-hoc reports for submission, through the chain of command, to the Mission's operational headquarters;
- To liaise regularly with other Mission operational elements;
- To support and contribute to the development and regular updating of the Mission Implementation Plan;
- To ensure that the Operations Room conforms with all the relevant information and physical security requirements.
- To observe the movements of the patrols throughout the Mission Area of Operations (AoO) by following up with the patrol plans and recording the locations reported from the ground;
- To receive, log and follow the real time reports of the patrols and to report the developments on the ground to the OPS TL.

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

- After having fulfilled the education requirements, a minimum of 4 years of relevant professional experience.

**5. Essential Knowledge, Skills and Abilities:**

- Ability to drive vehicles with manual transmission on rough terrain;
- Ability to acquire, analyse and manage information from a variety of sources;
- Basic understanding of topographic maps, colours, symbols and scales.
- Report compilation, drafting and editing skills as well as database management;
- Organisational, prioritisation, planning, and time-management skills;
- English language skills: minimum B2 (Independent User).

**6. Desirable Qualifications and Experience:**

- Experience of working with civil society;
- International experience, particularly in crisis areas with multinational and international organisations.
- Civilian and/or female candidates are highly encouraged to apply;

**7. Desirable Knowledge, Skills and Abilities:**

- Knowledge of Russian and/or Armenian language(s).

<b>Position Name:</b> Monitoring Team Leader (2 positions)	<b>Employment Regime:</b> Seconded	
<b>Ref. Number:</b> ARM 38	<b>Location:</b> Jermuk	<b>Availability:</b>
<b>Component/Department/Unit:</b> Operations	<b>Security Clearance Level:</b> EU CONFIDENTIAL	<b>Open to Contributing Third States:</b> No

### 1. Reporting Line:

The Monitoring Team Leader reports to the Head of Operations.

### 2. Main Tasks and Responsibilities:

- To lead the Monitoring Team to which they are assigned;
- To communicate and monitor achievement of operational objectives by the Monitoring Team, and to act as first Line Manager for Monitors in his/her team;
- To ensure the timely flow of information;
- To analyse patrol findings alongside previously recorded information to monitor trends, developments, information gaps and to plan further patrol tasking;
- To guide and to oversee the tasks of team members including Patrol Leaders;
- To act as focal-point for receiving, developing and disseminating the Team's information;
- To maintain necessary contacts and build relationships with relevant local counterparts;
- To identify best practice and lessons learned within the field of responsibility;
- To ensure that patrols are planned and carried out in accordance with guidelines, directions and Mission Standard Operating Procedures;
- To further develop expertise in relevant thematic areas within the team, and to actively maintain up-to-date knowledge;
- To supervise and advise team members on all aspects of their duties (duty rosters, leave, deployment, etc.);
- To build and maintain efficient and effective team cooperation.

### 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 **OR** equivalent and attested police or/and military education or training or an award of an equivalent rank;  
**AND**
- After having fulfilled the education requirements, a minimum of 6 years of relevant professional experience, out of which a minimum of 3 years at coordination/management level.

### 5. Essential knowledge, skills and abilities:

- Analytical capability and knowledge of information collection and analytical; methods organisational, prioritisation, planning, and time-management skills;
- Report compilation, drafting and editing skills as well as database management;
- Presentation and report writing skills;
- English language skills: minimum B2 (Independent User).

### 6. Desirable Qualifications and Experience:

- International experience, particularly in crisis areas with multi-national and international organisations working with people from diverse backgrounds;
- Experience in crisis management, security actor, humanitarian or development field work, or in another relevant international work environment;
- Experience of working with civil society;
- Experience in establishing trust and building relationships with vulnerable women and men, Internally Displaced Persons (IDP's) and refugees;
- Experience in preparing action plans;
- Experience with medical support i.e. ambulance services, rescue service, paramedic training, advanced first aid, etc.;
- Valid license for armoured vehicles or C or C1 Driving license.

**7. Desirable knowledge, skills and abilities:**

- Basic understanding of topographic maps, colours, symbols, scales and handheld GPS;
- Ability to conduct analysis based on information, knowledge management and databases;
- Knowledge of Russian and/or Armenian language(s).

<b>Position Name:</b> Monitor (9 positions)	<b>Employment Regime:</b> Seconded	
<b>Ref. Number:</b>	<b>Location:</b>	<b>Availability:</b>
ARM 40	Martuni	01.10.2024
ARM 41*	Yeghegnadzor	ASAP
ARM 46*	Goris	ASAP
ARM 55	Martuni	06.09.2024
ARM 57	Goris	09.09.2024
ARM 58	Kapan	11.10.2024
ARM 99	Goris	08.08.2024
ARM 100	Ijevan	ASAP
ARM 146	Goris	ASAP
<b>Component/Department/Unit:</b> Operations	<b>Security Clearance Level:</b> EU CONFIDENTIAL	<b>Open to Contributing Third States:</b> No

### 1. Reporting Line:

The Monitor reports to the Monitoring Team Leader (MTL).

### 2. Main Tasks and Responsibilities:

- To conduct monitoring activities in full compliance with the Mission mandate;
- To monitor, analyse and report on issues pertaining to the situation in the Forward Base Area of Operations Field Office, in line with the various components of the Mission mandate;
- To contribute to the production of accurate and objective reports and to make recommendations for improvement, as necessary;
- To monitor and report on human rights and gender issues relevant for the Mission mandate;
- To liaise with relevant authorities, conflict affected communities, civil society and other stakeholders as part of information collection and analysis;
- To assist, advise and update the Line Manager on critical or emergency incidents/events in areas covered by the Mission mandate that require immediate action/reaction 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.

### 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 or/and military education or training or an award of an equivalent rank;  
**AND**
- After having fulfilled the education requirements, a minimum 3 years of relevant professional experience.

### 5. Essential Knowledge, Skills and Abilities:

- Ability to drive vehicles with manual transmission on rough terrain;
- Ability to acquire, analyse and manage information from a variety of sources;
- Basic understanding of topographic maps, colours, symbols and scales;
- English language skills: minimum B2 (Independent User).

### 6. Desirable Qualifications and Experience:

- Experience of working with civil society;

- International experience, particularly in crisis areas with multinational and international organisations;
- Civilian and/or female candidates are highly encouraged to apply;
- Valid License for armoured vehicle or C or C1 Driving license.

**7. Desirable Knowledge, Skills and Abilities:**

- Knowledge of Russian and/or Armenian language(s);

<b>Position Name:</b> Monitoring Deputy Team Leader	<b>Employment Regime:</b> Seconded	
<b>Ref. Number:</b> ARM 97	<b>Location:</b> Yeghegnadzor	<b>Availability:</b> 03.10.2024
<b>Component/Department/Unit:</b> Operations	<b>Security Clearance Level:</b> EU CONFIDENTIAL	<b>Open to Contributing Third States:</b> No

### 1. Reporting Line:

The Monitoring Deputy Team Leader reports to the Monitoring Team Leader (MTL).

### 2. Main Tasks and Responsibilities:

- To deputise for Monitoring Team Leader and support the work of the Forward Operating Base under the guidance of the Monitoring TL;
- To lead the Monitoring Team to which they are assigned;
- To communicate and monitor achievement of operational objectives by the Monitoring Team, and to act as first Line Manager for Monitors in his/her team;
- To ensure the timely flow of information;
- To analyse patrol findings alongside previously recorded information to monitor trends, developments, information gaps and to plan further patrol tasking;
- To guide and to oversee the tasks of team members including Patrol Leaders;
- To act as focal-point for receiving, developing and disseminating the Team's information;
- To maintain necessary contacts and build relationships with relevant local counterparts;
- To identify best practice and lessons learned within the field of responsibility;
- To ensure that patrols are planned and carried out in accordance with guidelines, directions and Mission Standard Operating Procedures;
- To further develop expertise in relevant thematic areas within the team, and to actively maintain up-to-date knowledge;
- To supervise and advise team members on all aspects of their duties (duty rosters, leave, deployment, etc.);
- To build and maintain efficient and effective team cooperation.

### 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 **OR** equivalent and attested police or/and military education or training or an award of an equivalent rank;  
**AND**
- After having fulfilled the education requirements, a minimum of 6 years of relevant professional experience, out of which a minimum of 3 years at coordination/management level.

### 5. Essential knowledge, skills and abilities:

- Analytical capability and knowledge of information collection and analytical methods organisational, prioritisation, planning, and time-management skills;
- Report compilation, drafting and editing skills as well as database management;
- Presentation and report writing skills;
- English language skills: minimum B2 (Independent User).

**6. Desirable Qualifications and Experience:**

- International experience, particularly in crisis areas with multi-national and international organisations working with people from diverse backgrounds;
- Experience in crisis management, security actor, humanitarian or development field work, or in another relevant international work environment;
- Experience of working with civil society;
- Experience in establishing trust and building relationships with vulnerable women and men, Internally Displaced Persons (IDP's) and refugees;
- Experience in preparing action plans;
- Experience with medical support i.e. ambulance services, rescue service, paramedic training, advanced first aid, etc.
- Valid license for armoured vehicles or C or C1 Driving license.

**7. Desirable knowledge, skills and abilities:**

- Basic understanding of topographic maps, colours, symbols, scales and handheld GPS;
- Ability to conduct analysis based on information, knowledge management and databases;
- Knowledge of Russian and/or Armenian language(s).



<b>Position Name:</b> Mission Security Officer (2 positions)	<b>Employment Regime:</b> Seconded	
<b>Ref. Number:</b>	<b>Location:</b>	<b>Availability:</b>
ARM 104	Yeghegnadzor	ASAP
ARM 110	Ijevan	
<b>Component/Department/Unit:</b> Head of Mission Office/ Security and Duty of Care	<b>Security Clearance Level:</b> EU SECRET	<b>Open to Contributing Third States: No</b>

### 1. Reporting Line:

The Mission Security Officer reports to the Senior Mission Security Officer.

### 2. Main Tasks and Responsibilities:

- To assist the Senior Mission Security Officer in the development, implementation and updating of the Mission Security Plan and all supporting security and safety documents, instructions and procedures;
- To assess the security situation and to provide comprehensive reports to the Senior Mission Security Officer on all incidents affecting Mission members;
- To assist the Senior Mission Security Officer in reviewing the security phases;
- To work in close cooperation with the Mission Support Department in matters related to the procurement of security related equipment and services;
- To elaborate in-depth planning and execution of security operations;
- To support in the identification, development, delivery and auditing of security training requirements;
- In line with the EU Policy of EU staff deployed outside the EU in an operational capacity under Title V of the Treaty on European Union:
  - To perform security reviews of personal protective equipment, transport and residences and Mission Offices;
  - To ensure all security and communications equipment is operational and ready to use;
  - To conduct regular security drills, communication tests and evacuation exercises;
  - To provide briefings and presentations to Mission members on matters related to safety and security to ensure staff are prepared for emergencies;
  - To liaise and cooperate with national law enforcement agencies, international organisations, NGOs, other EU bodies and diplomatic representatives on security matters;
  - To provide assistance to Mission members and ensure all necessary actions are taken, particularly in emergency cases;
  - To travel to all Mission areas including high-risk areas as required.

### 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 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**

- After having fulfilled the education requirements, a minimum of 4 years of relevant professional experience.

**5. Essential Knowledge, Skills and Abilities:**

- Planning and time-management skills;
- Analytical skills;
- English language skills: minimum B2 (Independent User).

**6. Desirable Qualifications and Experience:**

- Security studies, security and defence studies, peace and conflict studies, intelligence or other related fields;
- Valid license for armoured vehicles or C or C1 Driving license;
- Successful completion of EU Mission Security Officer Course;
- International experience, particularly in crisis areas with multinational and international organisations.

**7. Desirable Knowledge, Skills and Abilities:**

- Knowledge of the Mission area and potential security;
- Knowledge of Russian and/or Armenian language(s).

<b>Position Name:</b> Mission Information Security Officer (MISO)	<b>Employment Regime:</b> Seconded	
<b>Ref. Number:</b> ARM 106	<b>Location:</b> Yeghegnadzor	<b>Availability:</b> ASAP
<b>Component/Department/Unit:</b> Head of Mission Office/ Security and Duty of Care	<b>Security Clearance Level:</b> EU SECRET	<b>Open to Contributing Third States:</b> No

### 1. Reporting Line:

The Mission Information Security Officer reports to the Senior Mission Security Officer.

### 2. Main Tasks and Responsibilities:

- To liaise with the military counterpart branch of Missions' information communications, if applicable;
- To travel to all Mission areas including high risk areas as required;
- In collaboration with the Communications and Information Systems (CIS) Officer, the MISO operates in the following areas of activity:

#### Awareness Campaigns

- To develop and implement awareness campaigns and workshops related to information security systems (desk routine and passwords etc.), cyber security threats (phishing and hacking), personal operational security (use of social network and mobile phones) and classified information handling;

#### Classified Information Handling

- To develop Standard Operating Procedures (SOP) related to EU Policy and/or Council Security Regulations for EU staff;
- To audit permanently classified information systems;
- To track and maintain the Personal Security Clearance for EU Staff;
- To report security violations and compromised information matters;
- To develop and maintain any physical or technical structure for the protection of classified information.

#### Crypto Custodian

- To assume responsibilities as the Crypto Custodian for the Mission:
- To ensure registration, protection and transfer of accountable security items;
- To report to the EU Crypto Custodian (DGA5-SSICS) in case of security violation or security compromise;
- To develop and maintain a local framework for the use of crypto material, including audit and traceability;
- To liaise and maintain contact with EEAS for any topic in relation to crypto matters.

#### Information Security System (ISS)

- To develop the general framework for information security in cooperation with CIS including, organisational requirements, investigation capacities and incident reports;
- To participate in any study for implementation of new IT material, new interface (e.g. website);
- To insure the monitoring of IT security systems including firewall etc.;
- To be responsible for investigative matters in relation to security violations;
- To participate in general ISS framework development and maintenance.

#### Cyber Security

- To participate in the general cyber-security framework development and deployment specifically related to threat intelligence and threat assessment;
- To develop an incident reporting line;
- To participate in investigations;
- To contribute to a good e-reputation.

### **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 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**
- After having fulfilled the education requirements, a minimum of 4 years of relevant professional experience.

### **5. Essential Knowledge, Skills and Abilities:**

- Knowledge of key information security principles and best practices,
- Knowledge of security management systems and programs;
- Ability to develop awareness campaigns;
- Ability to advise on security and counter intelligence;
- English language skills: minimum B2 (Independent User).

### **6. Desirable Qualifications and Experience:**

- Experience in developing information security programs;
- Certification such as Certified Information Systems Security Professional (CISSP), forensic or malware analysis certification;
- Experience with impact studies and implementing risk assessment recommendations;
- Experience coordinating security-engineering projects and implementing systems;
- International experience, particularly in crisis areas with multinational and international organisations;
- Valid license for armoured vehicles or C or C1 Driving license;

### **7. Desirable Knowledge, Skills and Abilities:**

- Knowledge of EU information security standards and formal accreditation processes;
- Knowledge of information technology and security issues;
- Ability to develop and audit security systems using traceability framework;
- Knowledge of Russian and/or Armenian language(s).

<b>Position Name:</b> Security Operations Room Officer	<b>Employment Regime:</b> Seconded	
<b>Ref. Number:</b> ARM 108	<b>Location:</b> Yeghegnadzor	<b>Availability:</b> ASAP
<b>Component/Department/Unit:</b> Security and Duty of Care Department	<b>Security Clearance Level:</b> EU SECRET	<b>Open to Contributing Third States:</b> No

### 1. Reporting Line:

The Security Operation Room Officer reports to the Senior Mission Security Officer (SMSO).

### 2. Main Tasks and Responsibilities:

In line with the EU's Policy of EU staff deployed outside the EU in an operational capacity under Title V of the Treaty on European Union:

- To run the Missions Security Operation Room and ensure its effectiveness;
- To develop relevant Standard Operating Procedures;
- To Ensure the effective monitoring of the location and movement of all Mission personnel deployed in the field;
- To ensure the collection, analysis distribution and archiving of all incoming security and operational reports; and of information from different sources including the media;
- To monitor the media and relevant open sources and distribute relevant information and to contribute in the situational awareness of the Mission;
- To prepare and disseminate situation summaries for the Mission in a timely manner;
- To review incoming messages and alerts, determine urgency and inform the relevant mission elements and responsible staff members;
- To ensure the proper registration of all activities and in particular in case of incident;
- To alert and inform key security personnel and senior management of important developments;
- To contribute to identifying lessons learned and best practices in his/her respective field of competence;
- To support the SMSO (or his/her deputy) in his/her Daily tasks;
- To conduct the roles and responsibilities of a Mission Security Officer, as required;  
To promote a positive, gender-equal and inclusive working environment in accordance with the EU values.

### 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 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 or/and military education or training or an award of an equivalent rank;  
**AND**
- After having fulfilled the education requirements, a minimum of 4 years of relevant professional experience.

**5. Essential knowledge, skills and abilities:**

- Ability to work in a demanding, deadline-driven environment and to establish and maintain effective working relationships with people of different national and cultural backgrounds;
- Organizational, planning, and time-management skills;
- Highly resilient under mental pressure and willingness to work extra hours when required;
- English language skills: minimum B2 (Independent User).

**6. Desirable Qualifications and Experience:**

- Previous work experience in the region;
- Previous international experience in CSDP Missions or multi-national/international organizations;
- Valid license for armoured vehicles or C or C1 Driving license.

**7. Desirable knowledge, skills and abilities:**

- Knowledge of the Mission area and potential security threats;
- Knowledge of Russian and/or Armenian language(s).

<b>Position Name:</b> Nurse (5 positions)	<b>Employment Regime:</b> Seconded	
<b>Ref. Number:</b>	<b>Location:</b>	<b>Availability:</b>
ARM 115	Ijevan	ASAP
ARM 116	Martuni	
ARM 117	Jermuk	
ARM 118	Goris	
ARM 119	Kapan	
<b>Component/Department/Unit:</b> Head of Mission Office/ Security and Duty of Care	<b>Security Clearance Level:</b> EU CONFIDENTIAL	<b>Open to Contributing Third States:</b> No

### 1. Reporting Line:

The Nurse reports to the Senior Medical Adviser.

### 2. Main Tasks and Responsibilities:

- To work from any of the Mission operating bases;
- To assist, support and provide guidance to the Medical Adviser on all medical, admin and welfare matters as required;
- To deputise as Medical Adviser in their absence;
- To provide medical guidance to all Mission members and advise the relevant offices accordingly;
- To prepare and perform medical briefings and training for all Mission Members as required by the Medical Adviser;
- To liaise with other relevant healthcare providers in the Mission area;
- To be responsible for everyday medical activities such as diagnosing and identifying appropriate medical procedures, medical issues and agreeing treatment methods (preventive and/or curative);
- To support the Medical Adviser in assessing medical requirements for further treatment in theatre;
- To cooperate and support the Medical Adviser with medical evacuations/repatriations/escorting of patients out of theatre;
- To assist Mission Members where advanced medical treatment is required in close cooperation with external medical providers and the medical insurance company;
- To maintain the medical unit pharmacy, ordering and procurement of medication, services and other supplies;
- To respond to medical incidents and emergencies on a 24/7 basis;
- To ensure the contents of Basic Life Support, Trauma Kits medical equipment and assets are up-to-date;
- To maintain the accident, incident and illnesses database;
- To monitor the epidemiological and overall medical situation in theatre, promote preventive medical and occupational health measures including hygiene and recommendations for immunisations.

### 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 in Nursing  
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 in Nursing;  
**AND**

- After having fulfilled the educational requirements, a minimum of 4 years of relevant professional experience, including hands-on experience in an A&E department, primary care, pre-hospital or intensive / anaesthesia care or equivalent;  
**AND**
- Provide a "Certificate of good standing" issued by a competent National Authority.

**5. Essential Knowledge, Skills and Abilities:**

- Knowledge in delivering training in emergency medicine, trauma and health care;
- Highly resilient and willing to work extra hours when required;
- English language skills: minimum B2 (Independent User).

**6. Desirable Qualifications and Experience:**

- Flight Medical and/or MEDEVAC experience;
- Diploma in (ATLS) Advanced Trauma Life Support, AMLS (Advanced Medical Life Support), PHTLS (Prehospital Trauma Life Support). ACLS (Advance Cardiac Life Support) trained;
- Successful completion of MIMMS (Major Incident Medical Management and Support) training;
- Instructor Diploma in Cardio Pulmonary Resuscitation (CPR) support.

**7. Desirable Knowledge, Skills and Abilities:**

- Knowledge of the Mission area;
- Knowledge of Russian and/or Armenian language(s).



<b>Position Name:</b> Deputy Operations Team Leader	<b>Employment Regime:</b> Seconded	
<b>Ref. Number:</b> ARM 120	<b>Location:</b> Yeghegnadzor	<b>Availability:</b> ASAP
<b>Component/Department/Unit:</b> Operations	<b>Security Clearance Level:</b> EU CONFIDENTIAL	<b>Open to Contributing Third States:</b> No

### 1. Reporting Line

The Deputy Operations Team Leader reports to the Operations Team Leader.

### 2. Main Tasks and Responsibilities:

- To support the Operations Team Leader in leading, managing and coordinating the and staff in the team in accordance with the Mission Implementation Plan and relevant planning documents;
- To deputise in the absence of the Operations Team Leader;
- 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 in the relevant Line of Operations;
- 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 act as the representative of the Unit with external interlocutors.

### 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 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 or/and military education or training or an award of an equivalent rank;  
**AND**
- After having fulfilled the education requirements, a minimum 6 years of relevant professional experience.

### 5. Essential Knowledge, Skills and Abilities:

- Ability to drive vehicles with manual transmission on rough terrain;
- Ability to acquire, analyse and manage information from a variety of sources;
- Basic understanding of topographic maps, colours, symbols and scales;
- English language skills: minimum B2 (Independent User).

### 6. Desirable Qualifications and Experience:

- Experience of working with civil society;
- International experience, particularly in crisis areas with multinational and international organisations.

- Civilian and/or female candidates are highly encouraged to apply;

**7. Desirable Knowledge, Skills and Abilities:**

- Knowledge of Russian and/or Armenian language(s).

<b>Position Name:</b> Press and Public Information Officer	<b>Employment Regime:</b> Seconded	
<b>Ref. Number:</b> ARM 155	<b>Location:</b> Yeghegnadzor/Yerevan	<b>Availability:</b> ASAP
<b>Component/Department/Unit:</b> Chief of Staff Office/ Press and Public Information	<b>Security Clearance Level:</b> EU CONFIDENTIAL	<b>Open to Contributing Third States:</b> No

### 1. Reporting Line

The Press and Public Information Officer reports to the Head of Press and Public Information Office/Spokesperson

### 2. Main Tasks and Responsibilities:

- To act as Mission spokesperson and communicate the work of the Mission to the public as required;
- To contribute to the implementation of the Mission Strategic Communications Plan;
- To organise and conduct press conferences, briefings and other media events;
- To cover the media aspects of high-level visits, supervise and coordinate arrangements for visiting journalists/media;
- To contribute to the development and maintenance of an effective Mission website and social media accounts;
- To draft press releases, public statements, articles and features;
- To write and design public information material and factsheets;
- To organise contract/tender/designs for Mission visibility items on request of the Head of Press and Public Information;
- To be the focal point for press and public information work;
- To coordinate with the press offices of other EU actors in the host state.

### 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 **OR** equivalent and attested police and/or military education or training or an award of an equivalent rank. The qualification should be in any of the fields of Communications, Political studies, International Relations, Humanities, Social sciences or other related field;
- AND**

- After having fulfilled the education requirements, a minimum of 4 years of relevant professional experience.

### 5. Essential Knowledge, Skills and Abilities:

- Experience and skills in digital communication (website management, managing social media accounts, visual communication);
- Drafting and presentation skills;
- English language skills: minimum B2 (Independent User).

**6. Desirable Qualifications and Experience:**

- Experience in the field of institutional communication;
- Proficiency with social media and graphic design software;
- International experience, particularly in crisis areas with multinational and international organisations.

**7. Desirable Knowledge, Skills and Abilities:**

- Local press and media environment awareness;
- Knowledge of Russian and/or Armenian language(s).

<b>Position Name:</b> Cyber Security Officer	<b>Employment Regime:</b> Seconded	
<b>Ref. Number:</b> ARM 159	<b>Location:</b> Yeghegnadzor	<b>Availability:</b> ASAP
<b>Component/Department/Unit:</b> Mission Support/CIS	<b>Security Clearance Level:</b> EU SECRET	<b>Open to Contributing Third States:</b> No

### 1. Reporting Line:

The Cyber Security Officer reports to the Head of Communication and Information Systems (CIS).

### 2. Main Tasks and Responsibilities:

- To support the Head of Communication and Information Systems (CIS) in the implementation of Mission's cyber security controls;
- To provide Communication and Information Systems first-level support, initial troubleshooting for all directly reported issues and tickets assigned by the Help Desk and quickly restore the affected services;
- To install, administer and troubleshoot cloud, system, and network security solutions, updating software with latest security patches and ensuring the proper defences are present for each network and system resource;
- To perform vulnerability and penetration tests, identifying and defending against threats, and developing disaster recovery plans;
- To configure security systems, analyse security requirements and recommend improvements;
- To monitor network traffic for suspicious behaviour, IT security metrics, SIEM and security logs, systems and service performance and security posture, providing periodic status reports;
- To research, evaluate, recommend, and introduce new IT security tools, techniques, services, and technologies to improve and innovate the Mission's IT security solutions portfolio;
- To support development and participate in the Mission's Cybersecurity Incident Response Team and work closely with stakeholders involved with Cybersecurity issues;
- To conduct regular technical IT security risk and control assessments/audits of systems and infrastructure, and provide actionable dashboards and data regarding status of remediation of security findings to vulnerability owners;
- To identify budgetary requirements, prepare requests for procurement proposals, draft technical specifications, and perform subsequent technical evaluation of received bids and commercial proposals in relation to IT Security products, solutions, and services;
- To install, configure, and maintain the use of security tools (i.e. firewalls, data encryption, security certificates, IDS, IPS, SIEM) and services, to protect the Mission's data, electronic information, systems, and infrastructure;
- To prepare and provide training, advice and easy to follow user guidelines on using and maintaining IT and cyber security aspects.

### 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 in Computer Science, Information Systems or equivalent education **OR** a qualification in the National Qualifications Framework which is equivalent to level 6 in the European Qualifications Framework in Computer Science, Information Systems or equivalent education **OR** a qualification of the second 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

- After having fulfilled the education requirements, a minimum of 4 years of relevant professional experience.

### **5. Essential Knowledge, Skills and Abilities:**

- Knowledge of industry best practices in network, application, hardware and OS platform security and global security standards;
- Problem solving skills and the ability to understand and analyse complex technical end-users' problems and requests, and successfully manage and solve them daily;
- Ability to develop awareness campaigns;
- Ability to advise on security and counter intelligence;
- English language skills: minimum B2 (Independent User).

### **6. Desirable Qualifications and Experience:**

- To possess current/valid professional industry certification(s), any one or more of CISSP, CISM, CISA, CRISC OR a combination of postgraduate certificates and certifications such as CompTIA Security+, CEH Certified Ethical Hacker, or GIAC certifications in cyber security or information security;
- Experience with Microsoft Windows/Linux server, Microsoft Active Directory and Group Policies, Microsoft 365 Security platform (i.e. Defender ATP), network routers and switches, next generation firewalls, data and drive encryption tools, and CA/PKI solutions;
- Professional experience in managing IT security and hands-on experience with related technologies, i.e. Firewalls, SIEM, IDS/IPS, NAC, MFA, Endpoint Security, and security hardening of networks, systems, and services;
- A combination of professional and relevant expertise and/or certifications in Microsoft, Cisco, Palo Alto, Vmware, EMC products and technologies;
- Involvement in establishing formal IT security governance and operations, and a familiarity with the support of audits and security certification. An ISO/IEC 27001 Lead Auditor certification would be beneficial;
- Background and familiarity with IT infrastructure methodologies, processes, and practices (i.e. ITSM/ ITIL);
- Experience with and/or good knowledge of modern security tools and products, including vulnerability scanners, analytical and testing tools (i.e. SPLUNK, MISP, Snort, Nessus, or similar).
- International experience, particularly in crisis areas with multinational and international organisations.

### **7. Desirable Knowledge, Skills and Abilities:**

- Knowledge of EU information security standards and formal accreditation processes;
- Knowledge of information system penetration techniques and risks, cybersecurity frameworks (e.g. NIST or ISO 27000) and have practical hands-on experience investigating and remediating active threats;
- Project management skills and practical experience with project management tools;
- Knowledge of problem solving and analytical ability to analyse complex IT systems configuration;
- Knowledge of information technology and security issues;
- Ability to develop and audit security systems using traceability framework;
- Knowledge of Russian and/or Armenian language(s).

<b>Position Name:</b> Communication and Information Systems (CIS) Assistant	<b>Employment Regime:</b> Seconded	
<b>Ref. Number:</b> ARM 160	<b>Location:</b> Yeghegnadzor	<b>Availability:</b> ASAP
<b>Component/Department/Unit:</b> Mission Support/CIS	<b>Security Clearance Level:</b> EU CONFIDENTIAL	<b>Open to Contributing Third States:</b> No

### 1. Reporting Line:

The Communication and Information Systems Assistant reports to the Head of Communication and Information Systems (CIS).

### 2. Main Tasks and Responsibilities:

- To provide service and technical reporting to the Head of CIS;
- To assist in performing problem management and incident management analysis, and develop general solutions to enhance the quality and reliability of CIS services;
- To liaise with relevant CIS sections on the implementation of approved CIS change management requests through standardised release management procedures;
- To assist in designing the deployment, development, testing, and maintenance processes of CIS standard hardware, software, systems, and peripherals;
- To assist in designing and deploying departmental training activities including user training programs in support of new technologies and procedures;
- To assist in the design and implementation, management, and maintenance of CIS telecommunication systems in all office locations;
- To provide technical support for IT-network and information systems, including microwave and Wi-Fi links, Local Area Network, and Windows-based client applications and server systems;
- To provide support for Mission telephony systems including IP telephony, videoconferencing, and GSM equipment;
- To deploy, install, maintain, and support all data centre as well as end-user equipment, servers, personal computers, software, and services in the Mission;
- To assist in planning, implementing, and maintaining data recovery tools, business continuity measures, and disaster recovery measures, ensuring high availability of Mission-critical data centre services throughout the Mission;
- To plan, implement and maintain the radio communication systems in use by the mission;
- Take the lead in the radio systems in use by the mission being Digital VHF (Motorola MotoTRBO) systems with multiple interconnected sites, and HF (Codan) operating in analogue and digital mode (DMR Tier3 / MotoTRBO);
- To produce precise reports concerning communication issues and recommendations for improvements;
- To provide support for all end user radio communications related issues.

### 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 a minimum level of secondary education attested by a diploma giving access to post-secondary education and a professional training or certification in a CIS related field;
- AND**
- After having fulfilled the education requirements, a minimum of 3 years of professional experience.

**5. Essential Knowledge, Skills and Abilities:**

- Knowledge in current Microsoft Windows client operating systems, and current Microsoft Office applications;
- Hands-on experience in troubleshooting IT hardware and software issues;
- English language skills: minimum B2 (Independent User)

**6. Desirable Qualifications and Experience**

- Knowledge of technologies with wired and wireless networks e.g. LAN, WAN;
- Previous experience with radio communications systems, satellite communication, positioning/navigation technologies.

**7. Desirable Knowledge, Skills and Abilities:**

- Knowledge of current Windows Server operating systems;
- Practical knowledge in supporting users on Microsoft Office 365
- Practical knowledge in MS Azure and Cloud operations;
- Knowledge of Russian and/or Armenian language(s).



## SECONDED/CONTRACTED POSITIONS

<b>Position Name:</b> Senior Mission Security Officer	<b>Employment Regime:</b> Seconded/Contracted	<b>Post Category for Contracted:</b> Mission Support Staff - Expert level
<b>Ref. Number:</b> ARM 04	<b>Location:</b> Yeghegnadzor	<b>Availability:</b> 03.10.2024
<b>Component/Department/Unit:</b> Head of Mission Office/ Security and Duty of Care Department	<b>Security Clearance Level:</b> EU SECRET	<b>Open to Contributing Third States:</b> No

### 1. Reporting Line:

The Senior Mission Security Officer (SMSO) reports to the Head of Mission.

### 2. Main Tasks and Responsibilities:

- In line with the EU Policy of EU staff deployed outside the EU in an operational capacity under Title V of the Treaty on European Union:
  - To lead, direct and manage the staff and work of Mission Security and Duty of Care Department, as per the relevant document of the Operation Plan;
  - To monitor and assess the security situation and provide security analyses, recommendations and advice to the Head of Mission, Senior Management and Mission members on all security related matters that affect the Mission, its assets, personnel and information;
  - To provide advice and implement measures to ensure the security and safety of Mission members;
  - To be responsible, in line with EU Field Security Policy and its supporting documents, for the drafting, continued development, implementation and updating of the Mission Security Plan (MSP), including provisions for relocation/evacuation as well as effective warden and movement of personnel systems;
  - To contribute and coordinate to the drafting of security policies and procedures;
  - To be responsible for the protection of EU classified information (EUCI) within the Mission and to ensure information is handled in accordance with EU rules;
  - To produce security inputs to daily Situational Reports, Weekly Operational Summary, Monthly and Six Monthly Reports and ensure real time reporting from potential trouble spots;
  - To be responsible for the supervision of journey management planning and provide timely advice and guidance to Mission members;
  - To ensure that comprehensive security induction and other necessary trainings are provided to Mission members;
  - To ensure that regular security drills, communication tests and evacuation exercises are conducted;
  - To ensure that Contracted Guard complies with the agreed Terms of Reference and fulfils the contractual obligations according to the assigned performance standards, including the Code of Conduct;
  - To ensure an effective system of security reviews in relation to the Missions' property and buildings and recommend changes if necessary;
  - To develop professional contacts with Security Managers of EU bodies, diplomatic representatives, military missions, local police and international organisations.
- To coordinate security reviews of Mission members' personal protective equipment, transport, Mission members residences and Mission offices as necessary;
- To alternate with the Deputy Senior Mission Security Officer (DSMSO), and be available to deploy 24/7, to provide security direction, follow up action and set priorities to effectively manage foreseen/unforeseen security events or incidents;
- To work in close cooperation with the Mission Support Department on matters related to budget and procurement of security equipment, contracts/services and draft terms of reference;
- To ensure all security and communications equipment is operational and ready to use;

- To ensure the policy on security clearances for Mission members is correctly applied;
- To travel to all Mission areas including high risk areas as required;
- To collaborate with and report to Civilian Planning and Conduct Capability (CPCC.5) Security and Duty of Care Division on all security related matters and ensure the implementation of their security recommendations;
- To regularly convene with the Mission Security Management Team;
- 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.

### **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**
- After having fulfilled the education requirements, a minimum of 8 years of relevant professional experience, 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;
- Organisational, planning, and time management skills;
- English language skills: minimum B2 (Independent User).

### **6. Desirable Qualifications and Experience:**

- Security studies, security and defence studies, peace and conflict studies, intelligence or other related fields;
- Successful completion of EU Mission Security Officer Course;
- Valid license for armoured vehicle or C/C1 driving license;
- International experience, particularly in crisis areas with multinational and international organisations.

### **7. Desirable Knowledge, Skills and Abilities:**

- Knowledge of the Mission area and potential security threats;
- Knowledge of Russian and/or Armenian language(s).

<b>Position Name:</b> Mission Security Officer - Field Security Instructor	<b>Employment Regime:</b> Seconded/Contracted	<b>Post Category for Contracted:</b> Mission Support Staff Management level (MSML)
<b>Ref. Number:</b> ARM 07	<b>Location:</b> Yeghegnadzor	<b>Availability:</b> 16.10.2024
<b>Component/Department/Unit:</b> Security and Duty of Care Department	<b>Security Clearance Level:</b> EU SECRET	<b>Open to Contributing Third States:</b> No

### 1. Reporting Line:

Field Security Instructor reports to the Senior Mission Security Officer.

### 2. Main Tasks and Responsibilities:

- In line with the EU Policy of EU staff deployed outside the EU in an operational capacity under Title V of the Treaty on European Union:
  - To perform security reviews of personal protective equipment, transport and residences and Mission Offices;
  - To ensure all security and communications equipment is operational and ready to use;
  - To conduct regular security drills, communication tests and evacuation exercises;
  - To provide briefings and presentations to Mission members on matters related to safety and security to ensure staff are prepared for emergencies;
  - To liaise and cooperate with national law enforcement agencies, international organisations, NGOs, other EU bodies and diplomatic representatives on security matters;
  - To provide assistance to Mission members and ensure all necessary actions are taken, particularly in emergency cases;
  - To travel to all Mission areas including high-risk areas as required.
- To conduct Mission security training activities according to the relevant agreed internal and external training curricula;
- To organise and deliver security and safety briefings for all newly arrived Mission Members (both international and local staff);
- To liaise closely and coordinate with other Mission Departments to define security training needs;
- To prepare, chair and/or take part in briefings related to security trainings with other Mission's units;
- To assess the consistency and sustainability of Mission's security training activities over time, and to provide recommendations for the improvement;
- To develop and organise specialised security related trainings;
- To organise in country HEAT courses;
- To develop a Mission Security training guide/manual and update it regularly;

### 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 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 education requirements, out of which a minimum of 2 years relevant experience of International Field Security and/or Security management in ensuring protection of personnel and assets.

#### **5. Essential Knowledge, Skills and Abilities:**

- Experience in planning and designing training packages, and providing security training;
- Presentations skills (preparing and delivering presentations);
- Writing and reporting skills;
- Planning and time-management skills;
- English language skills: minimum B2 (Independent User).

#### **6. Desirable Qualifications and Experience:**

- Security studies, security and defence studies, peace and conflict studies, intelligence or other related fields;
- Certified trainer/instructor preferably in a police or military context;
- Valid license for armoured vehicles or C or C1 Driving license;
- Successful completion of EU Mission Security Officer Certification Course or equivalent;
- International experience, particularly in crisis areas with multinational and international organisations;
- Ability to contribute creatively to the development of security policies and procedures;
- Experience in planning and implementing projects;

#### **7. Desirable Knowledge, Skills and Abilities:**

- Resilient under mental pressure;
- Knowledge of the Mission area and potential security threats;
- Knowledge of EU CPCC Field Security Handbook;
- Knowledge of Russian and/or Armenian language(s).

<b>Position Name:</b> Head of Finance	<b>Employment Regime:</b> Seconded/Contracted	<b>Post Category for Contracted:</b> Mission Support Staff - Expert level
<b>Ref. Number:</b> ARM 15*	<b>Location:</b> Yeghegnadzor	<b>Availability:</b> ASAP
<b>Component/Department/Unit:</b> Mission Support/ Finance	<b>Security Clearance Level:</b> EU CONFIDENTIAL	<b>Open to Contributing Third States:</b> No

### 1. Reporting Line:

The Head 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**

- After having fulfilled the education requirements, a minimum of 6 years of relevant professional experience, 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;
- English language skills: minimum B2 (Independent User).

**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 other related or relevant 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:**

- Knowledge of Russian and/or Armenian language(s).

<b>Position Name:</b> Senior Medical Adviser	<b>Employment Regime:</b> Seconded/Contracted	<b>Post Category for Contracted:</b> Mission Support Staff - Expert level
<b>Ref. Number:</b> ARM 32	<b>Location:</b> Yeghegnadzor	<b>Availability:</b> ASAP
<b>Component/Department/Unit:</b> Head of Mission Office/ Security and Duty of Care / Medical Unit	<b>Security Clearance Level:</b> EU CONFIDENTIAL	<b>Open to Contributing Third States:</b> No

### 1. Reporting Line:

The Senior Medical Adviser reports to the Senior Mission Security Officer.

### 2. Main Tasks and Responsibilities:

- To lead, manage and coordinate the work and staff of Security and Duty of Care Department / Medical Unit;
- To work from any of the Mission operating bases;
- To assist and advise the Head of Mission and the Senior Mission Security Officer on all medical/welfare matters;
- To act as a focal point for the Mission Critical Incident Staff Assistance and psychosocial/welfare matters.
- To develop, organise and monitor the provision of primary care and first aid to the Mission;
- To contribute to the plans and policies on all medical issues and health matters related to the provision of medical support to the Mission, including a medical emergency plan;
- To provide the necessary medical input for all Mission members especially regarding operational planning; decision making processes and resulting orders and documents;
- To provide medical guidance to all Mission members and advise the relevant offices accordingly;
- To liaise with international and national civilian and non-governmental humanitarian and support agencies in the areas of operation when required;
- To assess the requirements for further treatment in theatre and/or the medical evacuation (by ground and/or by air) if Mission members are in need of (advanced) medical treatment due to illness or an emergency, in close cooperation with the medical practitioner in attendance;
- To co-ordinate and monitor all elements of the medical evacuation chain in case of disease or injury of the Mission member as per applicable Contingency Plans and SOPs, in close cooperation with all involved health care providers and the Missions insurance company;
- To organise the use of available MEDEVAC capabilities (air and /or ground) inside or outside the areas of operation;
- To coordinate and perform Medical Briefings and First Aid Trainings, besides other medical training as required for all Mission members;
- To monitor the epidemiological and overall medical situation in the area of operation, promote and implement preventive medical and occupational health measures including hygiene and recommendations for immunisations;
- To gather all information related to medical support for the Mission members as per EU standards, including social security and health and repatriation insurance, practical and administrative aspects;
- To assess on regular basis existing in- and out-patient medical treatment facilities (MTF) both of the local health service and others and regularly issue an updated list of available MTF in the areas of operation;
- To ensure that the contents of all Mission First Aid and Trauma Kits are present and up-to-date;
- To be a permanent member of the security management team;
- To ensure that contracted Emergency Medical Service provider complies with the agreed Terms of Reference and fulfils the contractual obligations according to the assigned performance standards, including the Code of Conduct;

- To collaborate with and report to Civilian Planning and Conduct Capability (CPCC) - Security and Duty of Care Division (CPCC.5) - Medical Team on all medical related matters and ensure the implementation of their medical recommendations;

### **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:**

- Completion of a full course of university studies attested by a degree in Medicine (Medical Doctor) from a recognised Medical School;
- To have a current license to practice medicine in Europe from a recognised Medical School;
- The qualification should be in Medicine;  
**OR**
- 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 in Nursing **AND** a minimum one-year post-graduate qualification attested by diploma in Emergency Medicine or Anaesthesia, Intensive Care or Primary Care;  
**AND**
- After fulfilling the educational requirements, a minimum of 6 years relevant clinical experience, e.g. A&E (Acute and Emergency) **OR** Pre-hospital or Anaesthesia/Intensive Care or Primary Care, out of which 2 years at management level or in the field of medical planning and administrative procedures,;
- Provide a "Certificate of Good Standing/Current Professional Status" or equivalent issued by a competent EU national authority.

### **5. Essential Knowledge, Skills and Abilities:**

- Experience in drafting Standing Operational Procedures, medical planning documents, decisions notes or similar;
- Extensive knowledge of emergency medicine;
- Highly resilient and willing to work extra hours when required;
- English language skills: minimum B2 (Independent User).

### **6. Desirable Qualifications and Experience:**

- Flight Medical and/or MEDEVAC experience;
- Experience in assessing medical facilities, including under difficult conditions abroad;
- Advanced Trauma Life Support (ATLS) trained General Practitioner (GP);
- Successful completion of Major Incident Medical Management and Support (MIMMS);
- Experience in delivering medical training in emergency medicine, trauma and health care.

### **7. Desirable Knowledge, Skills and Abilities:**

- Valid C or C1 driving license;
- Knowledge of Russian and/or Armenian language(s).



<b>Position Name:</b> Medical Adviser	<b>Employment Regime:</b> Seconded/Contracted	<b>Post Category for Contracted:</b> Mission Support Staff - Management level (MSML)
<b>Ref. Number:</b> ARM 33	<b>Location:</b> Yeghegnadzor	<b>Availability:</b> ASAP
<b>Component/Department/Unit:</b> Head of Mission / Security and Duty of Care	<b>Security Clearance Level:</b> EU CONFIDENTIAL	<b>Open to Contributing Third States:</b> No

### 1. Reporting Line:

Medical Adviser to the Senior Medical Adviser.

### 2. Main Tasks and Responsibilities:

- To assist and advise the Head of Mission and the Senior Mission Security Officer on all medical/welfare matters;
- To act as a focal point for the Mission Critical Incident Staff Assistance/Peer support programme and psychosocial/welfare matters;
- To deputise for the Senior Medical Adviser;
- To develop, organise and monitor the provision of primary care and first aid to the Mission;
- To contribute to plans and policies on all medical issues/health matters related to the provision of medical support to the Mission, including a medical emergency plan;
- To provide the necessary medical inputs for all Mission members especially with regards to operational planning; decision making processes and resulting orders and documents;
- To provide medical guidance to all Mission members and advise the relevant offices accordingly;
- To liaise with international civilian and non-governmental humanitarian and support agencies in the areas of operation when required;
- To assess the requirements for further treatment in theatre and/or the medical evacuation (by ground and/or by air) if Mission members are in need of (advanced) medical treatment due to illness or an emergency, in close cooperation with the medical practitioner in attendance;
- To coordinate and monitor the medical evacuation of staff as per Contingency Plans and SOPs, in close cooperation with healthcare providers and the Mission insurance company;
- To organise the use of available MEDEVAC capabilities (air and /or ground) inside or outside the areas of operation;
- To coordinate and perform Medical Briefings and First Aid Trainings, besides other medical training as required for all Mission members;
- To monitor the epidemiological and overall medical situation in the area of operation, promote and implement preventive medical and occupational health measures including hygiene and recommendations for immunisations;
- As instructed by the SMA to take on responsibility for any task or function within the Medical Unit, such as everyday medical activities including; daily routines, hygiene measures, maintaining of the pharmacy, ordering and procurement of medication, services and other supplies, stocktaking or management of the on-call roster;
- Maintain meticulous medical and statistical records on all patient assessments, treatment and care, prescription of medicine;
- To maintain essential equipment in an operational state, such as ensuring the contents of all Mission First Responder and Trauma Kits are correct and up-to date, medical equipment is tested and functional to ensure all equipment is up to date and working.

### 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:**

- Completion of a full course of university studies attested by a degree in Medicine (Medical Doctor) from a recognised Medical School;
- To have a current license to practice medicine in Europe from a recognised Medical School;
- The qualification should be in Medicine;  
**OR**
- 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 in Nursing **AND** a minimum one-year post-graduate qualification attested by diploma in Emergency Medicine or Anaesthesia, Intensive Care or Primary Care;  
**AND**
- After fulfilling the educational requirements, a minimum of 4 years relevant clinical experience, e.g. A&E (Acute and Emergency) **OR** Pre-hospital or Anaesthesia/Intensive Care or Primary Care, out of which 2 years at management level or in the field of medical planning and administrative procedures;
- Provide a "Certificate of Good Standing/Current Professional Status" or equivalent issued by a competent EU national authority.

#### **5. Essential Knowledge, Skills and Abilities:**

- Knowledge in drafting Standing Operational Procedures, medical planning documents, and decisions notes;
- Extensive knowledge of emergency medicine;
- Highly resilient and willing to work extra hours when required;
- English language skills: minimum B2 (Independent User).

#### **6. Desirable Qualifications and Experience:**

- Flight Medical and/or MEDEVAC experience;
- Experience in assessing medical facilities, including under difficult conditions abroad;
- Advanced Trauma Life Support (ATLS) trained General Practitioner (GP);
- Successful completion of Major Incident Medical Management and Support (MIMMS);
- Valid license for armoured vehicles or C or C1 Driving license;
- Experience in delivering medical training in emergency medicine, trauma and health care.

#### **7. Desirable Knowledge, Skills and Abilities:**

- Knowledge of Russian and/or Armenian language(s).

<b>Position Name:</b> Security Operations Room Officer	<b>Employment Regime:</b> Seconded/Contracted	<b>Post Category for Contracted:</b> Mission Support Staff - Management level (MSML)
<b>Ref. Number:</b> ARM 109*	<b>Location:</b> Yeghegnadzor	<b>Availability:</b> ASAP
<b>Component/Department/Unit:</b> Security and Duty of Care Department	<b>Security Clearance Level:</b> EU SECRET	<b>Open to Contributing Third States:</b> No

### 1. Reporting Line:

The Security Operation Room Officer reports to the Senior Mission Security Officer (SMSO).

### 2. Main Tasks and Responsibilities:

In line with the EU's Policy of EU staff deployed outside the EU in an operational capacity under Title V of the Treaty on European Union:

- To run the Missions Security Operation Room and ensure its effectiveness;
- To develop relevant Standard Operating Procedures;
- To Ensure the effective monitoring of the location and movement of all Mission personnel deployed in the field;
- To ensure the collection, analysis distribution and archiving of all incoming security and operational reports; and of information from different sources including the media;
- To monitor the media and relevant open sources and distribute relevant information and to contribute in the situational awareness of the Mission;
- To prepare and disseminate situation summaries for the Mission in a timely manner;
- To review incoming messages and alerts, determine urgency and inform the relevant mission elements and responsible staff members;
- To ensure the proper registration of all activities and in particular in case of incident;
- To alert and inform key security personnel and senior management of important developments;
- To contribute to identifying lessons learned and best practices in his/her respective field of competence;
- To support the SMSO (or his/her deputy) in his/her Daily tasks;
- To conduct the roles and responsibilities of a Mission Security Officer, as required;  
To promote a positive, gender-equal and inclusive working environment in accordance with the EU values.

### 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 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 or/and military education or training or an award of an equivalent rank;  
**AND**
- After having fulfilled the education requirements, a minimum of 4 years of relevant professional experience.

**5. Essential knowledge, skills and abilities:**

- Ability to work in a demanding, deadline-driven environment and to establish and maintain effective working relationships with people of different national and cultural backgrounds;
- Organizational, planning, and time-management skills;
- Highly resilient under mental pressure and willingness to work extra hours when required;
- English language skills: minimum B2 (Independent User).

**6. Desirable Qualifications and Experience:**

- Previous work experience in the region;
- Previous international experience in CSDP Missions or multi-national/international organizations;
- Valid license for armoured vehicles or C or C1 Driving license.

**7. Desirable knowledge, skills and abilities:**

- Knowledge of the Mission area and potential security threats;
- Knowledge of Russian and/or Armenian language(s).

<b>Position Name:</b> Finance Officer	<b>Employment Regime:</b> Seconded/Contracted	<b>Post Category for Contracted:</b> Mission Support Staff - Management Level (MSML)
<b>Ref. Number:</b> ARM 157*	<b>Location:</b> Yeghegnadzor	<b>Availability:</b> ASAP
<b>Component/Department/Unit:</b> Mission Support/ Finance	<b>Security Clearance Level:</b> EU CONFIDENTIAL	<b>Open to Contributing Third States:</b> No

### 1. Reporting Line:

The Finance Officer reports to the Head of Finance.

### 2. Main Tasks and Responsibilities:

- To assist the Head of Finance in maintaining the financial and accounting operations of the Mission;
- To develop policies for accounting and control of Mission finances in close cooperation with the Head of Finance;
- To manage the accounts, payments, treasury, financial system, claims and other financial functions;
- To follow up on the reconciliation of bank statements with payroll and accounts;
- To verify the legality and regularity of transactions prior to authorising financial transactions;
- To assist in the reporting, verifying the integrity of accounts, their accuracy and their on time delivery;
- To implement audit recommendations and ensure the effectiveness of internal control;
- To assist in identifying goods and services required for improvement/efficiency for procurement;
- To assist the Head of Finance in drafting the Mission budget;
- To liaise and coordinate on financial issues with authorities and all other relevant actors (banks etc.) under the supervision of the Head of Finance.

### 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 **OR** equivalent and attested police and/or military education or training or an award of an equivalent rank;  
**AND**
- After having fulfilled the education requirements, a minimum of 4 years of relevant professional experience.

### 5. Essential Knowledge, Skills and Abilities:

- Knowledge of accounting and general financial principles;
- Proficiency in at least one accounting software and MS software, especially Excel;
- English language skills: minimum B2 (Independent User).

### 6. Desirable Qualifications and Experience:

- Degree or certificate in Economics/Business Administration/Finance/Banking/Accounting or other related field;
- Member of a corps or body within EU member states public institutions having functions of this nature and/or certification as a Certified Public Accountant or Chartered Accountant;
- 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:**

- Knowledge of Russian and/or Armenian language(s).

<b>Position Name:</b> Supply Chain Officer	<b>Employment Regime:</b> Seconded/Contracted	<b>Post Category for Contracted:</b> Mission Support Staff – Management level (MSML)
<b>Ref. number:</b> ARM 158*	<b>Location:</b> Yeghegnadzor	<b>Availability:</b> ASAP
<b>Component/Department/Unit:</b> Mission Support/Procurement	<b>Security Clearance Level:</b> EU CONFIDENTIAL	<b>Open to Contributing Third States:</b> Yes

### 1. Reporting Line:

The Supply Chain Officer reports to the Head of Procurement.

### 2. Main Tasks and Responsibilities:

- To streamline the Mission supply chain policy and manage supply chain associated risks while ensuring timely and quality coordination with the budget owners and project managers;
- To support the program managers in planning of procurement action and overseeing the overall implementation of the budget;
- To ensure the project managers are informed of all supply chain related activities, including preparation of project documentation and contract management;
- To support project managers in monitoring and assessment of supplier performance;
- To assist in the development of standard operating procedures on the supply chain function and deliver trainings for their effective implementation throughout the Mission;
- To prepare and submit activity reports as required;
- To develop and maintain the Mission Supplier Database and Procurement webpage, conduct market researches and surveys, identify potentially suitable operators that have the interest and capacity to satisfy the Mission needs, act as the main Mission contact point for potential suppliers;
- To conduct procurement activities including (but not limited to) tendering processes according to EU Financial Regulations.

### 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 **OR** equivalent and attested police or/and military education or training or an award of an equivalent rank;  
**AND**
- After having fulfilled the education requirements, a minimum of 4 years of relevant professional experience.

### 5. Essential Knowledge, Skills and Abilities:

- Knowledge of the procurement principles and frameworks;
- Ability to understand and apply the mechanisms governing the procurement action;
- Working computer skills, including ability to operate proficiently Microsoft Office suite, especially Word, Excel, Power Point, and Outlook.
- English language skills: minimum B2 (Independent User)

### 6. Desirable Qualifications and Experience:

- Degree or certificate in management/business or public administration/law/procurement/supply chain or other related field;

- Experience in planning and implementing projects and programmes;
- Experience in financial management of tendering processes and audits, preferably including EU procedures;
- Knowledge of current technologies used for Procurement such as Enterprise Resource Planning (ERP) System;
- International experience, particularly in crisis areas with multinational and international organisations and preferably in the field of supply chain coordination, procurement and purchasing and/or contract management;
- Qualification in the field of Supply Chain, Procurement, Logistics, Finance, Administration or related studies.

**7. Desirable Knowledge, Skills and Abilities:**

- Knowledge of supply chain issues in field operations;
- Understanding of EU procurement policies, practices and procedures, in particular PRAG and Financial Regulation;
- Knowledge of Russian and/or Armenian language(s).



<b>Position Name:</b> Facilities Management Officer	<b>Employment Regime:</b> Seconded/Contracted	<b>Post Category for Contracted:</b> Mission Support Staff - Management level (MSML)
<b>Ref. Number:</b> ARM 161*	<b>Location:</b> Yeghegnadzor	<b>Availability:</b> ASAP
<b>Component/Department/Unit:</b> Mission Support/Logistics	<b>Security Clearance Level:</b> EU CONFIDENTIAL	<b>Open to Contributing Third States:</b> Yes

### 1. Reporting Line:

The Facility Management Officer reports to the Head of Logistics.

### 2. Main Tasks and Responsibilities:

- To assist the Head of Mission Support and the Head of Logistics in the overall management of engineering, building management and related maintenance;
- To contribute to the long and medium term engineering/construction planning;
- To prepare engineering and construction budget estimates and monitor expenditure;
- To oversee projects implemented by contractors including project development design, preparation of plans, specifications, tender documents and supervision of works, services and supply;
- To specify system components and direct modification of products to ensure conformance with engineering design and performance specifications;
- To research, design, evaluate, install, operate, and maintain mechanical products, equipment, systems and processes to meet requirements/engineering principles;
- To investigate equipment failures/difficulties, diagnose faulty operations and make recommendations for maintenance;
- To assist in drafting structural design of products, using drafting tools or computer-assisted design/drafting equipment and software;
- To oversee installation, operation, maintenance and repair of machines and equipment;
- To recommend modifications to eliminate machine or system malfunctions;
- To estimate engineering, construction or extraction project costs and prepare contracts for works, services and supply;
- To coordinate maintenance and safety procedures, service schedule and supply of materials required to maintain machines and equipment.

### 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 fields of Transport, Logistics, Engineering or other related field **OR** equivalent and attested police and/or military education or training or an award of an equivalent rank;  
**AND**
- After having fulfilled the education requirements, a minimum of 4 years of relevant professional experience.

**5. Essential Knowledge, Skills and Abilities:**

- Technical awareness with experience of a broad range of maintenance requirements;
- English language skills: minimum B2 (Independent User).

**6. Desirable Qualifications and Experience:**

- Knowledge of current technologies used for Logistics, Supply Chain Management, Asset Management, Inventories such as Enterprise Resource Planning (ERP) System;
- International experience, particularly in crisis areas with multinational and international organisations.

**7. Desirable Knowledge, Skills and Abilities:**

- Proficiency in use of standard maintenance related software and data entry processes, knowledge of logistics databases and inventory procedures;
- Practical knowledge of field operations, contract execution and administration;
- Understanding of procurement policies, practices and procedures;
- Knowledge of Russian and/or Armenian language(s).

<b>Position Name:</b> Asset Management Officer	<b>Employment Regime:</b> Seconded/Contracted	<b>Post Category for Contracted:</b> Mission Support Staff -Management level (MSML)
<b>Ref. number:</b> ARM 162*	<b>Location:</b> Yeghegnadzor	<b>Availability:</b> ASAP
<b>Component/Department/Unit:</b> Mission Support	<b>Security Clearance Level:</b> EU CONFIDENTIAL	<b>Open to the Contributing Third States:</b> Yes

### 1. Reporting Line:

The Asset Management Officer reports to the Head of Mission Support.

### 2. Main Tasks and Responsibilities:

- To manage the Mission asset register and record the asset movements, to update and maintain the asset register in ERP system;
- To perform periodical physical inventory checks and provide required asset-related reports;
- To manage and maintain a comprehensive database of expendable and non-expendable items;
- To follow established Mission SOP, policies and procedures;
- To provide guidance on policies, processes and procedures related to equipment and inventory and to advise Departments as a subject matter expert accordingly;
- To ensure the proper maintenance of the fixed asset register by recording information related to fixed assets and ensuring the accuracy and integrity of such information. Information includes but is not limited to data relating to the stewardship and control of fixed assets, costs related to the acquisition and disposal (including transfers and retirement) of fixed assets, expenditures related to fixed assets, depreciation charges, impairment charges;
- To ensure the accurate compilation of asset under construction project costs into fixed asset accounts, and close out those accounts once the related project has been completed;
- To investigate if conditions of potential impairment of fixed assets exist and implement and monitor the annual impairment review process;
- To investigate the potential obsolescence of fixed assets and implement and monitor the annual useful life review process;
- To coordinate with property appraisal focal points to ensure that property values are complete and accurate;
- To undertake analysis for fixed assets on a regular basis and oversee the proper maintenance of financial records in accordance with the Mission SOPs;
- To ensure accuracy and integrity of information in fixed asset register by monitoring the established system of controls, procedures and forms for the recording of fixed assets;
- To implement SOPs and analysing financial records; monitor compliance with accounting and SOPs;
- To support the property management function by making recommendations on improvement of asset utilization and disposal, review and update standard costs to be applied in the system of records for fixed asset acquisitions;
- To act as knowledge expert on ERP Asset Management Module and asset settlement processes;
- To replace other section officers as requested.

### 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 **OR** equivalent and attested police and/or military education or training or equivalent rank. The qualification should be in any of the fields of Logistics, Administration or other related fields;

**AND**

- After having fulfilled the education requirements, a minimum of 4 years' relevant professional experience, in the field of, Logistics, Administration or Asset Management;

**5. Essential Knowledge, Skills and Abilities:**

- Knowledge of current technologies for Asset Management, Warehousing, Supply Chain Management;
- Knowledge of asset management principles and practices in international organisations;
- Knowledge of the general administrative and financial procedures used in organizations related to logistics and supply chain management;
- Good computers skills in able to keep electronic records, use electronic document management system;
- English language skills: minimum B2 (Independent User)

**6. Desirable Qualifications and Experience:**

- Experience on asset management and inventory related duties in a large organisation or in international organization;
- Experience in report drafting and writing;
- International mission experience, particularly in crisis areas with multi-national and international organisations, in a similar position.

**7. Desirable Knowledge, Skills and Abilities:**

- Experience and knowledge in working with ERP and electronic document management systems;
- Conscientious and efficient in meeting commitments, observing deadlines and achieving results;
- Motivated by professional rather than personal concerns;
- Persistence when faced with difficult problems or challenges;
- Remains calm in stressful situations;
- Knowledge of Russian and/or Armenian language(s).

<b>Position Name:</b> Head of Transport	<b>Employment Regime:</b> Seconded/Contracted	<b>Post Category for Contracted:</b> Mission Support Staff - Expert level
<b>Ref. Number:</b> ARM 163	<b>Location:</b> Yeghegnadzor	<b>Availability:</b> ASAP
<b>Component/Department/Unit:</b> Mission Support/ Transport	<b>Security Clearance Level:</b> EU CONFIDENTIAL	<b>Open to Contributing Third States:</b> No

### 1. Reporting Line:

The Head of Transport reports to the Head of Mission Support.

### 2. Main Tasks and Responsibilities:

- To lead, manage and coordinate the work and staff of the Transport Unit;
- To be responsible for managing the Mission transportation and advise senior management on fleet and transport related matters;
- To manage the budget of the unit;
- 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 transport databases, inventories and lists of equipment;
- To develop internal guidelines and Standard Operating Procedures in 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;
- To be responsible for driver training(s) in the Mission.

### 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 (the qualification should be in the field of Mechanical Engineering, Transportation, Logistics or other related field), **OR** equivalent and attested police and/or military education or training or an award of an equivalent rank;
- AND**

- After having fulfilled the educational requirements, a minimum of 6 years of relevant professional experience, 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;
- Awareness of product and services markets and industrial business networks;
- English language skills: minimum B2 (Independent User).

**6. Desirable Qualifications and Experience:**

- Experience in the implementation of EU procurement processes and regulations;
- Knowledge of current technologies used for Fleet Management, Logistics, 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;
- Valid license for armoured vehicles or C or C1 Driving license.

**7. Desirable Knowledge, Skills and Abilities:**

- Knowledge of Russian and/or Armenian language(s).

<b>Position Name:</b> Transport Officer	<b>Employment Regime:</b> Seconded/Contracted	<b>Post Category for Contracted:</b> Mission Support Staff - Management level (MSML)
<b>Ref. Number:</b> ARM 164*	<b>Location:</b> Yeghegnadzor	<b>Availability:</b> ASAP
<b>Component/Department/Unit:</b> Mission Support/Logistics	<b>Security Clearance Level:</b> EU CONFIDENTIAL	<b>Open to Contributing Third States:</b> Yes

### 1. Reporting Line:

The Transport Officer reports to the Head of Transport.

### 2. Main Tasks and Responsibilities:

- To ensure the Mission vehicles are used in accordance with the rules and regulations, and that vehicle usage data for each vehicle is correctly recorded/documented e.g. maintenance, service/repair and usage history;
- To plan work orders, preventive maintenance, vehicle technical inspection reports and determine the maintenance/repair required to ensure the roadworthiness of the Mission fleet;
- To supervise the provision of workshop services, to monitor maintenance and repairs outsourced to external workshops, and to inspect the quality and spare parts following vehicle service performance;
- To maintain a cost control database for analysis of fuel consumption, maintenance, repairs, scheduled services of vehicles and associated costs, and tracking of reimbursement of repairs following accidents;
- To ensure effective management of the transport capability (including liaising with car rental agencies), monitoring the fleet (fuel accountability, damage to the vehicles, road accidents and insurance cover) through Fleet Management Solution;
- To identify/monitor spare parts requirements, workshop equipment and tools to facilitate efficient maintenance and performing quality assurance;
- To ensure inventory control and physical annual checks of vehicles and related equipment;
- To propose withdrawal of vehicles from service if considered not roadworthy;
- To conduct accident damage assessments, process vehicle accident reports, participate in Boards of Inquiry and raise Damage Discrepancy Reports;
- To prepare reports and make recommendations on various transport matters;
- To develop and conduct Mission driving orientation briefings to ensure all Mission members are familiar with road/traffic conditions and traffic rules/regulations;
- To maintain a file of all driver related documents and records;
- To coordinate and implement a Mission air and land movement plan;
- To ensure necessary storage, distribution and allocation of motor vehicles and associated equipment;
- To provide advice, support and train Mission members on transport related matters and guidelines.

### 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 fields of Transport, Logistics, Automotive Technology,

Engineering, Supply Chain Management or other related field) **OR** equivalent and attested police and/or military education or training or an award of an equivalent rank;

**AND**

- After having fulfilled the education requirements, a minimum of 4 years of relevant professional experience.

**5. Essential Knowledge, Skills and Abilities:**

- Proficiency in use of standard maintenance related software and data entry processes, knowledge of logistics databases and inventory procedures;
- Knowledge of using electronic Fleet Management and fleet tracking software;
- In depth knowledge of Microsoft Excel or equivalent;
- English language skills: minimum B2 (Independent User).

**6. Desirable Qualifications and Experience:**

- Knowledge of current technologies used for Logistics, Supply Chain Management, Asset Management, Inventories like an Enterprise Resource Planning (ERP) System;
- International experience, particularly in crisis areas, with multinational and international organisations;
- Valid license for armoured vehicles or C or C1 Driving license.

**7. Desirable Knowledge, Skills and Abilities:**

- Knowledge of Russian and/or Armenian language(s).