

Position Name: Head of Operations	Employment Regime: Seconded	
Ref. Number: ARMP 03*	Location: Yerevan**	Availability: ASAP***
Component/Department/Unit: Operations	Security Clearance Level: EU SECRET	Open to Contributing Third States: NO

1. Reporting Line:

The Head of Operations reports to the Head of Mission (HoM).

2. Main Tasks and Responsibilities:

- To lead, manage and coordinate the work and staff of the Operations Department, including the heads of units as well as temporary staff reinforcements i.a. through short-term deployment instrument, ensuring tasks are carried out in accordance with the Mission mandate, the Operational Plan (OPLAN) and Mission Implementation Plan (MIP);
- To supervise the conduct of Mission operational activities and ensure orientation and operational coherence;
- To contribute to the development of the Mission overarching policy and Mission implementation strategy;
- To ensure Mission management are regularly updated on Mission operational requirements and mandate implementation progress particularly in relation to resource requirements;
- To ensure the Mission operational elements are updated regularly on the political and security situation in the Mission area, based on inputs and assessments from the Political Adviser and the Mission Security;
- To proactively seek advice from the horizontal advisers to effectively execute the Operations obligations in line with overarching EU policies and standards;
- To provide input for drafting and updating the Mission Implementation Plan and identify Mission operational requirements as situations evolve;
- To design Mission operational activities, tasks and objectives;
- To ensure close cooperation with local counterparts and other relevant stakeholders;
- To cooperate with other EU and international actors within the scope of the Mission mandate;
- To coordinate with project leaders on funding required for the execution of Mission activities within the area of responsibility;
- To ensure Standard Operating Procedures are developed, implemented and periodically reviewed;
- To contribute to the induction and training of Mission members;
- To implement gender-responsive leadership and ensure gender and human rights mainstreaming internally and externally in mandate implementation;
- To uphold a strict zero tolerance policy to misconduct, including all forms of harassment, sexual harassment, discrimination and abuse, and proactively ensure an equal and inclusive work environment for all staff;
- Proactively raise awareness of staff on their rights, obligations and appropriate standards of behaviour, including existing formal and informal complaint and support mechanisms.

3. General Tasks and Responsibilities:

- To provide coverage during periods of absence of staff members with

other functions as applicable, ensuring continuity of operations 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 or/and military education or training or an award of an equivalent rank;**AND**
- A minimum of 10 years of relevant professional experience, out of which a minimum of 5 years at coordination / management level, after having fulfilled the education requirements.

5. Essential Knowledge, Skills and Abilities:

- Ability to exercise collaborative, sound and effective leadership;
- Ability to manage, mentor and motivate a professionally diversified and multicultural team;
- Ability to establish, plan, and review priorities;
- Ability to communicate and engage with senior officials and governmental decision makers;
- Ability to manage a complex mission mandate, including its operations, its operational human resources and temporary reinforcement elements, and its projects;
- Knowledge of human rights, gender equality and Women, Peace and Security commitments;
- Understanding of peace stabilisation mechanisms and conflict prevention.

6. Desirable Qualifications and Experience:

- Experience in performance and change management;
- Experience in strategic analyses, planning and reporting;
- Professional qualification and/or certificate in management/leadership;
- International experience, particularly in crisis areas with multinational and international organisations;
- Experience and knowledge of engaging with counterparts at ministerial level and within security sectors services, including security and intelligence bodies, particularly in the fields of hybrid threats and crisis management.
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7. Desirable Knowledge, Skills and Abilities:

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