

Position Name: Deputy Head of Mission/Chief of Staff	Employment Regime: Seconded	
Ref. number: ARMP 02*	Location: Yerevan**	Availability: ASAP***
Component/Department/Unit: Head of Mission	Security Clearance Level: EU SECRET	Open to Contributing Third States: NO

1. Reporting Line:

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

2. Main Tasks and Responsibilities:

- To manage the Mission headquarters functions, including Mission Support, ensuring all aspects are globally considered in internal reporting and strategic decision-making.
- To supervise and manage the project manager as applicable;
- To administratively coordinate the advisers to the Head of Mission;
- To contribute to and participate in the development and implementation of Mission policy, strategy, planning, and reporting;
- To ensure all Mission activities are consistently planned, supported, and executed to a high standard;
- To participate in operational implementation of the Mission mandate, while respecting the core role of the Head of Operations;
- To deputise and represent the Head of Mission as required;
- To support the Head of Mission in duty of care responsibilities and strategic communications, including work on disinformation;
- To organise and facilitate senior management meetings, all-staff briefings, and periodic Mission implementation meetings;
- To ensure regular internal updates on Mission progress, political/security developments, and resource needs;
- To liaise and coordinate with EU institutions (EU Delegations, CSDP missions, Justice and Home Affairs agencies), Member States, international partners, local authorities, and civil society;
- To act as the responsible authority under the Code of Conduct, including making first-instance disciplinary decisions;
- To ensure that Mission Standard Operating Procedures are developed, implemented, and periodically reviewed;
- To contribute to the training of Mission members;
- To implement gender-responsive leadership and ensure gender and human rights mainstreaming internally and externally in mandate implementation;
- To uphold a strict zero-tolerance policy to misconduct, including all forms of harassment, sexual harassment, discrimination and abuse, and proactively ensure an equal and inclusive work environment for all staff;
- To raise awareness of staff on their rights, obligations and appropriate standards of behaviour, including existing formal and informal complaint and support mechanisms.

3. General Tasks and Responsibilities

- To 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 duties 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 of the European Qualifications Framework, **OR** a qualification of the second cycle under the framework of qualifications of the European Higher Education Area, e.g., Master's degree **OR** equivalent and attested police and/or military education or training or an award of an equivalent rank;

AND

A minimum of 12 years of relevant professional experience after having fulfilled the education requirements, out of which a minimum of 5 years at senior coordination/management level.

5. Essential Knowledge, Skills and Abilities

- Ability to exercise collaborative, sound and effective leadership;
- Ability to manage, mentor and motivate a professionally diverse and multicultural team;
- Ability to manage a high-profile and complex mission, including its operations, human resources including temporary reinforcement elements, logistics and finances;
- Ability to establish, plan, and review priorities;
- Ability to communicate and engage with senior officials and governmental decision makers;
- Knowledge of human rights, gender equality and Women, Peace and Security commitments.

6. Desirable Qualifications and Experience:

- Master's degree/MBA in management, business administration or other related subjects, or international/national certificate/diploma in management/leadership;
- Experience in performance and change management;
- Experience in strategic analyses, planning and reporting;
- Professional qualification and/or certificate in management/leadership;
- International experience, particularly in crisis areas with multinational and international organisations;
- Experience and knowledge of engaging with counterparts at ministerial level and within security and intelligence services in the field of hybrid threats and crisis management.

7. Desirable Knowledge, Skills and Abilities:

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