

## **Terms of Reference**

### **SENIOR OPERATIONS EXPERT ASSISTANT**

#### **Background:**

ODIHR is the leading agency in Europe in the field of election observation. It co-ordinates and organizes the deployment of several observation missions with thousands of observers every year to assess the compliance of elections in OSCE participating States in line with OSCE commitments, other international standards for democratic elections and national legislation. Its unique methodology provides an in-depth insight into all elements of an electoral process, and permits to make concrete recommendations to further improve electoral processes. Further details of the organization can be found at [www.osce.org/odihr](http://www.osce.org/odihr).

The Senior Operations Expert Assistant assists the Operations Expert for the mission and reports directly to him/her.

#### **Main Tasks and Responsibilities:**

- Arrange meetings with designated service and equipment providers for technical assessments and logistical arrangements, with local authorities and other people/companies/agencies relevant to the operational aspects of the mission;
- Interpret during meetings with relevant state authorities and designated service/goods providers, and translate correspondence and documentation related to mission operations;
- Assist the Operations Expert in defining precise terms of reference for provision of services and goods for efficient functioning of the mission;
- Under the direction of the Operations Expert, liaise with designated providers to track deliveries and check whether orders have been filled; submit delivery reports for signature to Operations Expert after careful scrutiny of the deliveries;
- Under supervision of the Operations Expert, help with all necessary operations arrangements;
- If instructed by the Operations Expert, organize the office drivers for in-city and in-country transportation;
- Compile a list of all mission contacts relevant to mission operations;
- Under supervision of the Operations Expert and in close co-ordination with the Senior Procurement and Contracts Officer's (PCO) Assistant, manage the Mission Inventory;
- Issue and collect equipment to core team members, long-term observers (LTOs) and short-term observers (STOs) in accordance with relevant OSCE instructions;
- Under supervision of the Operations Expert and in close co-ordination with the Senior PCO Assistant, prepare and help to pack all ODIHR equipment and related documentation for its transportation back to the ODIHR HQ. Follow up cases of loss/damage/theft in accordance with relevant OSCE instructions;
- Maintain the file of all asset handover documents;
- Liaise with Core Team, national support staff, LTOs and STOs for operational issues, such as inquiring and collecting needs, identifying problems in the field and report them to the Operations Expert;
- Prepare venues for various meetings and events;
- Carry out minor manual works in the office: e.g. packing the equipment and materials for LTOs and STOs, unloading and sorting the supplies, preparing the hand-outs for various meetings, relocating the office equipment and furniture;
- Support the activities of the ODIHR mission and of the international observers in all other aspects as required; and
- Performs other duties as required.

#### **Requirements:**

- Completion of secondary education. A degree in business administration, material and logistics management, operations and supply chain management or related field is an asset;
- Six years of relevant operations and/or logistics experience. Experience with international organization is an asset;
- Excellent written and oral communication skills in English and in local language(s);

- Good computer skills;
- Flexibility, attention to details and problem solving skills;
- Ability to work long hours and under pressure;
- Good physical condition to perform minor manual works in the office;
- Ability and willingness to work as a member of a team; and
- Demonstrated ability to work with people of different cultural and religious backgrounds, different gender and diverse political views, while maintaining impartiality and objectivity.

**Deliverables:**

- Translations, including written translations, and interpretations;
- Meeting and drivers' schedules;
- Prepared venues;
- List of contacts; and
- Inventory file/Asset handover.