

Terms of Reference

SECURITY OPERATIONS ROOM 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/odihhr.

Under the supervision and instructions of the Security Expert, the Security Operation Room Assistant is responsible to operate the Election Observation Missions (EOM) 24 / 7 Security Operations Room dealing with alerts or information on incidents within the EOM's area of responsibility, which pose a threat to the EOM personnel, premises or property.

Main Tasks and Responsibilities:

- To monitor the security situation within the EOM's area of observation relevant for the security and safety of the EOM's personnel, premises and property by using all available communication resources;
- To act as a point of contact for the EOM personnel check-in when and where required by the EOM's Security Expert/s; [my proposal]: When and where required by the EOM's Security Expert/s to act as the first point of contact for all EOM staff during emergencies and assist the staff to ensure their safety and security; should be able to activate and support the OSCE/ODIHR EOM security response system, including medical evacuation, whilst providing emergency support and counselling to the caller;
- To handle pro-actively, effectively and efficiently all incoming information and, if required, to immediately inform the Security Expert/s of incidents or events which could potentially or actually pose a threat to the EOM's personnel, premises or property;
- To follow and/or respond to specific instructions from the Security Expert/s and to follow the specific instructions given;
- To keep written record of all activities and measures undertaken in emergency cases or incidents;
- To maintain a logbook of mission requests;
- Upon assuming duties receive the briefing, check the previous records and follow up on the ongoing cases if necessary. Brief the incoming Security Operations Room Assistant of all events, especially pending cases on actions taken and what to expect during hand /take over of duties;
- To track LTOs and STOs movement;
- Report for duty according the schedule of duty and when necessary (on call for emergencies).

Education and Experience:

- Completion of secondary education attested with at least two years of relevant work experience;
- Formal training in the field of security and safety and thorough knowledge of security and safety procedures; Good technical skills to understand and consolidate the varying security specializations.
- Good understanding of the security and general situation in the country/area of operations;
- Previous working experience in safety and security area. Experience of working in an international or foreign environment, in diplomatic missions or representations of international organisations is an asset;
- Ability to communicate effectively and with tact;
- Ability to work in a team;
- Ability to work long hours. Available to work during the night and around the clock seven days a week;

- Ability to respond quickly and effectively to emergency and security situation developments; ability to effectively deal with stress factors.
- Clean criminal record;
- Knowledge of local language(s) is essential; and
- Knowledge of English is an asset.

Deliverables:

- Logbook of all relevant activities and measures undertaken by the EOM's Security Office;
- Logbook of LTOs and STOs movement;
- Accurate and current information regarding the security situation within the EOM's AoR.