**Vacancies and Job Descriptions**

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| **Division/1st Level Department** | **Department/Unit** | **Region** | **Position Reference** | **Position Title** | **Vacancies** |
| Office of the Head of Mission | Press and Public Information Office | Pristina | IEKLS 003 | Intern within the Press and Public Information Office | 1 |
| Mission Support Department | Medical Unit | Pristina | IEKLS 006 | Intern within the Medical Unit | 1 |
| Office of the Chief of Staff | Human Resources Division | Pristina | IEKLS 007 | Intern within the Human Resources Division -Training | 1 |

Title: **Intern within the Press and Public Information Office Ref. no: IEKLS 003**

Region: **Pristina**

**Reporting Line:**

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

**Main Tasks and Responsibilities:**

* To facilitate and assist the Press and Public Information Office in creating and promoting a positive and transparent public image of EULEX KOSOVO through various channels and outreach activities.
* To contribute to the design and execution of outreach activities and public information campaigns for the Mission.
* To disseminate internal information and materials to Mission members.
* To assist in preparation of press conferences and media events.
* To assist in developing and maintaining the EULEX KOSOVO website and social media channels.
* To perform any other related tasks as requested by the Head of the Press and Public Information Office/Spokesperson.

**Education and experience:**

**Essential**

* Completion of minimum three years of studies corresponding to a bachelor’s degree in journalism, communications, political sciences, law, social sciences or in any other relevant field.
* Maximum two (2) years of relevant professional experience, after completion of minimum educational requirements.
* Excellent drafting, interpersonal and communication skills.
* Very good oral and written command of English.
* Excellent oral and written command of Albanian and/or Serbian.
* Computer literacy.
* Be able to work in a sometimes stressful and demanding environment.
* High motivation.
* Proficient in Microsoft Office applications and social media platforms.
* Good knowledge of the functioning of the EU and in particular CSDP Missions.
* High degree of trustworthiness and confidentiality.
* Attention to detail.
* Ability to establish and maintain effective working relations as a team member in a multi-cultural environment.

**Desirable**

* Knowledge of graphic design software.

Title: **Intern within the Medical Unit Ref. no: IEKLS 006**

Region: **Pristina**

**Reporting Line:**

The intern reports to the Chief of Medical Unit.

**Main Tasks and Responsibilities:**

* + To assist the medical staff in performing the routine work in the out-patient clinic, emergency room and mobile medical services, according to her/his level of education and professional experience.
  + To provide medical care under supervision, according to her/his level of competencies.
  + To support duties in the reception area, assist in collection of medical data and prepare medical statistic and reports.
  + To assist and contribute to the medical training programs delivered by the EULEX medical staff.
  + To treat patients fair and equal regardless of ethnical background.
  + To understand and respect the patient confidentiality.
  + To undertake any other task requested by the Chief of Medial Unit.

**Education and Experience:**

**Essential**

* Completion of minimum three years of university studies corresponding to a bachelor’s degree in medical sciences, or other relevant degree.
* Maximum of two (2) years of relevant work experience, after completion of educational requirements.
* Very good oral and written command of English.
* Excellent oral and written command of Albanian and/or Serbian.
* Proficient in Microsoft Office Applications.
* Be able to work in a sometimes stressful and demanding environment.
* High motivation.

**Desirable**

* Knowledge of emergency medicine and general medicine practice.
* Enrolment in further studies in the above-mentioned areas.
* Previous experience or knowledge in collection and statistic interpretation of medical data.
* Experience in working in a diverse working environment.
* Knowledge of the functioning of the EU and in particular CSDP Missions.

Title: **Intern within the Human Resources Division-Training Ref. no: IEKLS 007**

Region: **Pristina**

**Reporting Line:**

The intern reports to the Human Resources Training Officer (HRTO) assigned as internship supervisor by the Head of Human Resources Division.

**Main Tasks and Responsibilities:**

* + To assist the (HRTO) in coordinating external and in-Mission training for Mission staff members by providing logistics, administrative and technical support in their implementation and/or delivery.
  + To support the HRTO in maintaining and amending the in-Mission training portfolio, including training design and implementation.
  + To contribute to developing digital HR content (incl. videos), such as online training courses or social media posts.
  + To liaise with subject matter experts and conduct other research for the purpose of developing training courses as tasked.
  + To support the HRTO in developing and implementing evaluation strategy for training courses.
  + To undertake any other task as requested by the Human Resources Training Officer or the Head of Human Resources Division.

**Education and Experience:**

**Essential**

* Completion of minimum three years of studies corresponding to a bachelor’s degree.
* Maximum of two (2) years of relevant work experience, after completion of minimum educational requirements.
* Very good oral and written command of English.
* Excellent oral and written command of Albanian and/or Serbian.
* Excellent communication and presentation skills.
* Strong organizational and prioritisation skills.
* Candidate should be self-motivated and be able to demonstrate a can-do attitude.
* Applied knowledge of principles and methods for curriculum and e-training designs.
* Good working knowledge of training applications (e.g., mentimeter, canva) and MS Office applications including Word, Excel and Powerpoint.

**Desirable**

* University degree in the area of Education, Psychology, Peace and Conflict Studies.
* Experience in e-learning platforms.
* Experience in developing and delivering training.
* Experience in working in a diverse working environment.