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# Duty Room Operator

📍 Донецьк,

Компанія: Представительство ООН в  
Україне

Рубрики: [Офісний персонал](#)

## Побажання до співробітника

Освіта: повна вища

Досвід роботи: обов'язковий

## Опис вакансії

### Terms of Reference for Service Contract Modality

**Duty Station: Donetsk, Ukraine**

**Project Title: United Nations Department of Safety and Security (UNDSS)**

**Post Title: Duty Room Operator**

**Post Level: Service Contract SB-3**

**Duration of the service: 12 months, renewable**

**Full time/part time: Full time**

**Supervisor: UNDSS Field Security Coordination Officer, Donetsk/Luhansk, Ukraine**

### Background Information on the Project:

While the United Nations is expanding its presence and operations in the Eastern Conflict Area of Ukraine (ECA), regular movement of United Nations personnel and assets within the ECA (Security Level 5, High), including crossing of the contact line, require:

- Adequate and timely monitoring of the prevailing situation as well as coordination of activities;
- An established and operational United Nations Emergency Communication System and
- Continuous tracking and monitoring of movement of United Nations personnel and assets. For this purpose and in particular to keep United Nations operations in the area safe and secure, a United Nations Duty Room is being set up in Donetsk city.

**Duties and Responsibilities (full description of the job content, including: functional responsibilities, managerial duties, external contacts, supervision, deadlines and schedules):** Under the overall guidance and supervision of the Chief Security Adviser (CSA), Deputy Chief Security Adviser (DCSA) and Field Security Coordination Officer (FSCO), the Duty Room Operator implements tasks related to the management of safety and security of United Nations personnel in the region of assignment, Ukraine's Eastern Conflict Area. S/he provides support to the ECA-based FSCO, through the ECA-based Local Security Assistant (LSA), on security operations as well as all matters related to the monitoring of the security situation in the designated Area of Responsibility (AOR). S/he communicates with United Nations personnel in the field and monitors/tracks United Nations personnel movement and performs other related security duties as tasked.

### Tasks and responsibilities include but are not limited to:

- Maintain 24/7 contact with all United Nations teams, stations and vehicles operating in the Eastern Conflict Area of Ukraine using all available communication means.
- Receive and record morning and evening calls (security check calls) from United Nations convoys/patrols/personnel.
- Regularly advise and ensure all United Nations personnel are complying with reporting procedures, and follow the regularity of reports.
- Send/receive and record reports to/from United Nations convoys/patrols/personnel (start, end, hourly reports), as well as other reports.
- Immediately contact United Nations convoys/patrols/personnel if a regular report is not received in time.
- Keep the personnel list up to date.
- Update status charts (staff asset list) as required.
- Immediately advise the FSCO, through the LSA, on problems or absence of communication/contact with United Nations

- personnel and undertake all necessary action to re-establish communication/contact.
- Keep the FSCO, through the LSA, permanently aware of the situation in the AOR, immediately inform on significant political, military, diplomatic and other events, including information obtained from media sources.
- Ensure efficient information flow from/to United Nations teams.
- Update information on maps/overlays in accordance with the prevailing situation in the AOR.
- Maintain strict confidentiality of all messages/information sent or received through the Duty Room communications systems.
- Deny access to the Duty Room for unauthorized persons.
- Assist the FSCO, through the LSA, in producing written security instructions/charts/reports.
- Submit recommendations to the FSCO, through the LSA, related to improving the Duty Room operation.
- Prepare written reports on personnel relocations, developments related to the security situation, significant political, military, diplomatic, social and economic matters.

#### **Fulfill any other functions/duties assigned by the CSA/DCSA/FSCO/LSA.**

#### **Measurable Outputs of the Work Assignment:**

- All reports to/from United Nations convoys/patrols/personnel are transmitted/received/disseminated and logged in a timely manner.
- At least two (2) communication means are kept operational.
- Information on maps/overlays/charts is promptly updated in accordance with the prevailing situation in the AOR.
- The FSCO, through the LSA, receives briefings and situation reports with relevant updates on personnel/assets/operations in the AOR any time as and when requested.

#### **Performance Indicators for Evaluation of Results:**

- Security check calls from United Nations convoys/patrols/personnel are properly logged.
- Reports to/from United Nations convoys/patrols/personnel as well as other reports are logged, processed and distributed accordingly.
- Lists of United Nations personnel, assets, e.g. vehicles etc., are up to date.
- Communication with all United Nations personnel in the AOR is reliable and uninterrupted.
- All maps/overlays etc. with information charts are up to date in the Duty Room.
- Incidents, significant military/political/diplomatic events are promptly reported to the FSCO, through the LSA.

#### **Competencies**

##### **Core values:**

- Commitment: Actively contributes to achieving organizational goals.
- Diversity: Respects others and values their diverse perspectives and contributions.
- Integrity: Acts in a manner consistent with the United Nations core values and organizational principles.
- Accountability: Takes responsibility for own action and delegated work.

##### **Core competencies**

- Communication: Actively works to achieve clear and transparent communication with colleagues.
- Collaboration: Works effectively with others on common goals and fosters a positive, trust-based working environment.
- Planning: Works towards the achievement of goals in a structured and measured manner.
- Analysis and decision-making: Analyses available information, draws well-founded conclusions.
- Initiative-taking: Proposes and initiates new ideas, activities and projects.
- Flexibility: Responds positively and effectively to changing circumstances.

##### **Required skills and Experience**

- University degree or equivalent in security management, administration, information technology, management or other relevant field is a requirement.
- At least 4-5 years of experience in a relevant sphere.
- Excellent knowledge of the local area is strong advantage.
- Strong computer skills is a requirement.
- Fluent Russian, English, Ukrainian is a requirement.

More information and application details :

jobs.partneragencies.net/erecruitjobs.html?JobOpeningId=5791

#### **Контактна інформація**

Сайт: <https://jobs.partneragencies.net/erecruitjobs.html?JobOpeningId=5791>