



Join us
and help defend
human rights in Europe!



[EN/FR]

Local recruitment competition
open to applicants already present in the Netherlands

Senior Business Solutions Officer

Register of Damage Caused by the Aggression of the Russian Federation Against Ukraine



Location: The Hague



Reference: o75/2024



Publication: 21/11/2024



Deadline: 12/12/2024

Do you have a passion for analysing and optimising business processes? Are you skilled in gathering requirements and translating them into functional solutions? Do you thrive in collaborative environments and enjoy working closely with diverse stakeholders? Would you like to contribute to a meaningful project within a supportive and innovative team? If so, this vacancy may be the right opportunity for you.

Who we are

With over 2600 staff representing all its 46 member States, the Council of Europe is a multicultural Organisation. We all strive towards protecting human rights, democracy and the rule of law and our three core values - **professionalism, integrity and respect** - guide the way we work.



The [Register of Damage for Ukraine](#) was established in May 2023 through an Enlarged Partial Agreement of the Council of Europe. The Register has its seat in The Hague, Netherlands. The Register serves as a record, in documentary form, of claims and evidence on damage, loss or injury caused by the Russian Federation's internationally wrongful acts in or against Ukraine. The Register receives claims from individuals, businesses and state and municipal entities in Ukraine about damage, loss or injury that they have suffered because of the Russian aggression in Ukraine, with the purposes of creating a factual and evidentiary basis upon which Ukraine and Ukrainians will seek reparations for Russia's violations of international law.

Your role

The primary mission of the role is to support the development of the Reparations Claims Management System (RCMS) by gathering and documenting requirements, supporting quality assurance, and engaging with stakeholders to ensure the system's operational effectiveness. The main duties of the role are to:

- ▶ collect, document, and refine business requirements in collaboration with RD4U stakeholders, ensuring alignment with project objectives and evolving operational needs;
- ▶ conduct backlog grooming and participate in planning sessions to prioritise tasks and ensure project goals are met, coordinating with the development team to maintain a clear focus on deliverables;
- ▶ facilitate workshops, meetings, and consultations with stakeholders to validate requirements, gather feedback, and adjust priorities, ensuring effective communication and alignment with RCMS project goals;

- ▶ support continuous improvement by analysing existing workflows and identifying enhancements to business processes within the RCMS, contributing to system adaptability and scalability in alignment with RD4U's strategic goals;
- ▶ maintain comprehensive project documentation, including functional specifications, user stories, process flows, data models, and other materials to support both the project team and stakeholders;
- ▶ contribute to quality assurance by helping define acceptance criteria and supporting user acceptance testing (UAT), working closely with the QA team to ensure system functionalities meet documented requirements;
- ▶ monitor and support the management of change requests, evaluating impacts on scope, timeline, and deliverables, and working with the project manager to communicate and implement changes effectively;
- ▶ provide ongoing support to the development team, clarifying requirements, refining system functionalities as needed, and fostering a collaborative environment for successful project execution;
- ▶ report to the supervisor on the status and progress of activities and if and when problems occur;
- ▶ perform other ad-hoc duties, as required;
- ▶ promote Council of Europe values internally and externally.

What we are looking for

■ As a minimum, you must:

- ▶ hold a completed full course of general secondary education and appropriate professional qualifications, such as a Diploma in Technology or equivalent. A degree in Business Administration, Information Systems, Computer Science, or a related field, would be highly desirable;
- ▶ have a minimum of five years of relevant professional experience, including 2-3 years in a support or analysis role, ideally within an IT or project-based environment, with experience in requirements documentation, backlog management, and stakeholder engagement;
- ▶ have a very good knowledge of English; knowledge of French would be an advantage;
- ▶ be a citizen of one of the 46 member states of the Council of Europe and fulfil the conditions for appointment to the civil service of that state;
- ▶ have discharged any obligation concerning national service (military, civil or comparable);
- ▶ not be a parent, child, stepchild or grandchild of a serving staff member of the Council of Europe;
- ▶ be under 65 years of age at the closing date of this vacancy notice.

■ Demonstrate to us that you have the following competencies:

- ▶ Professional and technical expertise:
 - foundational knowledge of business analysis tools and methodologies, including process modeling and data analysis;
 - familiarity with project management tools (e.g., Jira, Confluence) and cloud-based environments, particularly Azure, is advantageous;
 - professional written and interpersonal skills when communicating with project stakeholders.
- ▶ Planning and work organisation
- ▶ Learning and development
- ▶ Analysis and problem solving
- ▶ Service orientation
- ▶ Teamwork and co-operation
- ▶ Relationship building

What we offer

■ If successful, you may be offered employment based on an **temporary contract** at grade B5/Step1. Employment is limited to 31 December 2025 and may be extended. You will receive a basic monthly gross salary of €5,301 which is exempt from national income tax. This salary may be supplemented by other allowances depending on your personal situation. You will be affiliated to a pension scheme and social and medical insurance. You will also benefit from 32 working days leave per year and other advantages (including flexible working hours, training and development, possibility of teleworking, etc.).

■ This recruitment is carried out in accordance with [Rule No. 1234 of 15 December 2005 laying down the conditions of recruitment and employment of locally recruited temporary staff members working in the Council of Europe Duty Stations located outside of France.](#)

■ If your profile matches our needs and you are not recruited straight away, you may be placed on a list of eligible candidates.

Applications and selection procedure

■ The deadline for applications is **12 December 2024 (midnight Central European time)**. Applications must be made in **English** using the Council of Europe online application system. You can create and submit your online application on our website (www.coe.int/jobs). Please fill out the online application form providing all requested details and explain how your competencies make you the best candidate for this role. It usually takes a few hours to fill in an application form, so please take this information into consideration while applying.

■ Only applicants who best meet the abovementioned criteria, and whose application demonstrates the best profile in terms of qualifications, experience, and motivation, shall be considered for the next stages of the recruitment evaluation process, which may consist of different types of assessments and/or an interview. Further information on the assessment process will be provided to the selected candidates. Selected candidates may be subject to reference and background checks as part of the recruitment process.

■ Applications from staff members of the Council of Europe, who currently hold a fixed-term (CDD) contract or former staff members whose fixed-term contract has ended less than 12 months before the deadline for applications, will not be considered.

■ As an equal opportunity employer, the Council of Europe welcomes applications from all suitably qualified candidates, irrespective of sex, gender, sexual orientation, ethnic or social origin, disability, religion or belief. Under its equal opportunities policy, the Council of Europe is aiming to achieve gender parity in staff employed at all levels in the Organisation. At the time of appointment, preference between suitable candidates shall be given to the candidate of the gender which is under-represented in the relevant grades within the category to which the vacancy belongs. During the different stages of the recruitment procedure, specific measures shall be taken to facilitate access for candidates with disabilities.