

ICMPD Job Profile

Head¹ - Security and General Services Unit

Functional Overview

The Head of the Security and General Services Unit (HoSGSU) delivers measurable outcomes by ensuring ICMPD's operational resilience and compliance across critical areas. Reporting to the Director for Management, they are responsible for the organisation's Security and Safety framework, enabling rapid adaptation to emerging risks and regulatory changes. Through effective oversight of office space and asset management, they ensure facilities are secure, functional, and aligned with organisational needs, while asset and life insurance policies are continually reviewed to maintain comprehensive coverage. Their strategic guidance empowers ICMPD leadership to make informed decisions, driving compliance and efficiency. Through identification of and collaboration with viable partners and service providers, they support global operations and ensure effective emergency response. They lead a high-performing and specialised team, committed to supporting the delivery of ICMPD's strategic and operational objectives.

Key Results

Technical Leadership, Coordination and Guidance: Effective leadership provided by driving the continuous development and effective oversight of ICMPD's safety, security, and privacy systems. Emerging operational risks are identified and mitigated through timely and actionable advice, while geopolitical and regulatory developments are proactively analysed in collaboration with internal stakeholders to assess potential impacts. Procurement and use of office space and assets are effectively coordinated to ensure regulatory compliance and operational efficiency. Technical advice provided insurance related issues, with lessons learned integrated to enhance future reviews, negotiations, and procurements. Rules, procedures, and guidelines are developed to align with ICMPD's operational needs, ensuring streamlined compliance and sustained organisational performance. Organisational training needs pertinent to the area of work are proactively identified, with targeted courses and curricular developed and delivered as necessary in coordination with internal and external service providers to maximise understanding and compliance.

Safety, Security and Privacy Management: The organisation's safety and security management system is consistently optimised through regular reviews and monitoring, ensuring risks are promptly identified, assessed, and mitigated. Incident Response and Crisis Management Frameworks deliver effective, coordinated responses to security-related events, engaging relevant internal and external stakeholders. Safety and security incidents are accurately recorded, thoroughly analysed, and resolved efficiently, with security incidents involving ICMPD employees investigated professionally and on time. The Travel Risk Management Programme minimises risks to employees, providing actionable guidance to relevant units. Privacy obligations, particularly GDPR compliance, are ensured through the development and implementation of robust frameworks that embed key principles into ICMPD's operations. Ongoing compliance is actively monitored, with corrective actions taken to maintain regulatory integrity.

¹ This profile is classified at IP5.

Premises, Travel, and Asset Management: ICMPD premises and assets effectively managed to ensure safety, security, and operational effectiveness, in collaboration with local staff and focal points. Comprehensive premises and asset analyses are conducted and maintained, establishing clear responsibilities for their maintenance and use in line with regulatory requirements. Rules, policies, and procedures are developed and implemented, with training delivered to staff responsible for the secure and efficient operation of ICMPD facilities. Travel needs are systematically mapped, and top-tier service providers are identified to support travel requirements. Business cases are developed, and tenders and procurements are expertly managed to ensure cost-effective solutions and high-quality operational support across all environments.

Asset and Life Insurance: Asset and life insurance policies are systematically reviewed to ensure adequate coverage and alignment with organisational needs. Analysis of findings and well-supported business cases are presented for any required policy or provider changes to achieve optimal outcomes for the organisation and staff. Subsequent procurement processes are expertly managed, ensuring regulatory compliance and securing best possible terms. Policy implementation is efficiently coordinated, ensuring accurate application of coverage and proactive resolution of issues, enhancing organisational resilience and employee support.

Team Management: Respective teams are effectively managed and coordinated, ensuring high-quality and timely delivery of objectives. Regular guidance and feedback are constructively provided, and team members are kept informed of relevant developments, strengthening their commitment to ICMPD's mandate and strategic goals. Direct supervisees are effectively mentored and motivated, fostering a culture of continuous improvement, and performance is consistently assessed through ICMPD's Performance Management process to drive individual and team success.

Required Expertise

- Capability to provide substantive contributions to organisational strategic direction and objective setting.
- Capability to analyse complex situations, understand the critical aspects, and make timely decisions based on sound judgement.
- Capability to anticipate risks, and to plan and implement contingencies and mitigation measures at an institutional level.
- Excellent analytical thinking and ability to integrate novel approaches and innovations to ensure the effective implementation across all areas of work.
- Ability to build relevant strategic partnerships and alliances with key stakeholders and partners and recommend opportunities for collaboration.
- Familiarity with monitoring, evaluation, and learning tools for tracking progress toward results and documenting achievements.
- Well-developed leadership qualities in a diverse and international environment.

Qualifications, Experience and Language Skills

- Master's degree in security, Operational Management or similar relevant field.
- Minimum of 10 years of progressively responsible relevant experience in the field of security, asset/facility management, risk management or similar field.
- Qualifications such as ASIS CPP/PSP, ISMI, CSMP, Heat Training, and/or similar are a distinct asset.
- Demonstrated successful experience working with counterparts and local authorities in diverse contexts, which may include diplomatic personnel, security and military authorities, possibly at the highest level.
- Excellent analytical, conceptual, drafting, and organisational skills.
- Excellent coordination and management skills.
- Strong advocacy, communications, and negotiation skills.
- Proficiency in (verbal/written) English, proficiency in one of the languages of the Region is an asset.
- Proficiency in the use of standard IT tools.