

## Appendix II



**Republika e Kosovës**

**Republika Kosova-Republic of Kosovo**

*Qeveria-Vlada-Government*

*“One Service, One Ministry”*

**Integrated Personnel System**

### **Article 1 General**

1.1. The foreign affairs of a nation impact greatly on its national security. For this purpose personnel employed in the Ministry of Foreign Affairs of Kosovo is of a special importance for the country. Consequently, the Ministry of Foreign Affairs personnel shall be selected and held to the high standards defined by the respective legislation. They should also be compensated accordingly.

1.2. New diplomatic service shall contain flexibility and inclusiveness into the development phases of the Foreign Service. Although expansion will be gradual and mainly determined by the addition of new embassies and consulates, a sustainable system must be established for the longer term future of the Ministry and Foreign Service, including correlations with the domestic civil service and the application of basic principles noted below.

### **Article 2 Recruitment and Selection**

2.1. Ministry of Foreign Affairs personnel should be representative of Kosovo society to be able to represent their country properly. They must undergo such written and oral assessments as determined by sub normative acts of the Ministry.

2.2.The selection process will be designed to ensure that each employee is screened solely against the competencies needed to perform their duties properly, without regard to race, gender, ethnicity, language preference, political or religious beliefs or any other trait reflected in the Kosovar society that may be irrelevant to the position for which selected.

### **Article 3 Worldwide and Availability**

Ministry of Foreign Affairs personnel should be ready to serve worldwide, wherever the Ministry determines is necessary, whether in the Republic of Kosovo or overseas.

### **Article 4 Needs of the Service**

Ministry of Foreign Affairs employees are expected to accept willingly their obligation to serve in the Republic of Kosovo or anywhere overseas that the needs of the Ministry may require.

### **Article 5 Code of Conduct**

Employees at all levels are expected to exhibit at all times the highest standards of character, integrity, and conduct and to maintain a high level of efficiency and productivity. The Ministry shall adopt for members of the Foreign Service.

### **Article 6 Participation of Family Members**

6.1.Spouses and families are encouraged to accompany the Foreign Service officer on overseas assignments in order to create a normal social environment for the overseas mission and to interact with host country spouses and families. Spouses are urged to participate in an active social life within and outside the mission.

6.2. However, unless working as an employee or contractor, the participation of a spouse in the work of a post is a voluntary act of a private person, not a legal obligation which can be imposed by any employee, supervisor or spouse. Nonparticipation of a spouse in representational, charitable, or social activities in no way reflects on the employee's effectiveness on the job.

6.3. Depending on the requirements of each overseas post, opportunities will be sought to provide appropriate full or part time employment for accompanying spouses and of-age children. As employment opportunities are identified, preference will be given to hiring family members

under personnel services contracts on the same terms and conditions as for Locally Engaged Staff.

6.4. Spouses or other family members having diplomatic status who desire to work outside the Kosovo's mission may do so depending on applicable legislation of the receiving state. This may be regulated with a bilateral agreement to enable family member employment on the economy of receiving state.

## **Article 7 Attendance and Absences**

7.1 Employees are expected to be at work and to work a full workweek, except for authorized absences.

Authorized absences include the following:

- 7.1.1. Vacation time scheduled in advance
- 7.1.2. Sick leave
- 7.1.3. Time off for a workers' compensation injury
- 7.1.4. Death in your family
- 7.1.5. Family and other emergency situations beyond your control

### **7.2 Notification procedure**

7.2.1. To obtain an authorized absence, the direct supervisor shall be notified that you are unable to come to work. The call should be made, if possible, no later than regular starting time.

7.2.2. As for notification about being late to work or leaving early, it is required a genuine justification. Unauthorized absences of three or more consecutive days without notice will be sufficient reason for disciplinary action.

## **Article 8 Integrated Personnel System – Concept**

8.1. Kosovo has a unique opportunity to create a flexible, responsive and up to date Foreign Service to meet today's challenges and the needs of a growing country. There are many Foreign Service models worldwide; none is superior to any other and all have distinct features and needs for improvement. Kosovo's Foreign Service was established in 2008 in order to meet the requirement for the early establishment of overseas representation and to create a national foreign affairs infrastructure.

8.2. The next step is consolidation and expansion of the Foreign Service. In this case is suggested application of “best practices” in Foreign Service personnel management. There is no single model that will fit Kosovo’s needs, but the following objectives should serve as a guide:

8.2.1 The Ministry and Foreign Service should seek to retain officers presently in service by offering merit promotion opportunities and the opportunity to serve overseas in more responsible positions.

8.2.2. The Ministry and Foreign Service should provide for flexibility to allow officers from all areas of the Ministry to serve overseas in appropriate roles for which they are qualified.

8.2.3. Intake into the Foreign Service should be based on the highest standards with particular emphasis on cross-cultural abilities and fluency in English, together with other languages.

8.2.4. There should be a level playing field for promotion and rotational assignments, reflecting fairness, transparency and non-discrimination among the eligible candidates.

8.2.5. To the extent possible, prevalent Kosovo civil service practices will be followed, although provisions will have to be made for the particular features of overseas service. Any changes will be reflected in sub-normative acts.

## **Article 9** **Rotational Assignments**

9.1. The annual promotion cycle feeds into the assignment process. As established by the Minister, recruitment and hiring for new intake into the Foreign Service, including Ambassadors/Charges/Heads of Mission and Diplomatic Officers at lower levels occurs in February and March of each year. Therefore, the work evaluation process should occur earlier so that assignments can be made before the summer transfer season, normally in July and August.

9.2. Procedures for recruitment and hiring are established separately, depending upon the number of new overseas posts to be opened, the number of new promotees and other currently serving Foreign Service Officers who have expressed an interest in serving abroad, and the number of officers needed in the senior, mid-grade and consular officer categories.

9.3. The annual recruitment and hiring process should be designed to establish suitability for the Foreign Service and to serve abroad in senior officer, mid-grade officer and consular officer functions. Assignments to specific overseas positions are made by an assignments panel *after* suitability is established and a hiring offer is made. This ensures that there will be a level playing field between new hires and already-serving officers at each level.

9.4. After assignments are made, the annual training cycle for newly assigned officers begins. Training for new Ambassadors/Charges/Heads of Mission, Diplomatic Staff and Consular Officers will be held in consecutive sessions in May-July of each year.

9.5. It is anticipated that the pre-departure orientation for Ambassadors/Charges/Heads of Mission will be held in close proximity to the annual conference of Heads of Mission in Pristina, so that the incoming officers can benefit from the additional discussion and training.

9.6. Newly assigned officers on all levels are expected to proceed to their new posts during July and August. By the end of September, it should be possible for all officers to be in their posts of assignment so that job descriptions and performance objectives can be established between supervisors and rated officers by the end of the month.

## **Article 10 Procedure and Timeline**

November 1 – Annual merit promotions and step increases are announced

December 1 – Minister decides on post openings for following year; management determines which existing overseas posts should be identified for rotation

December 15 – Ministry’s notice is published listing domestic and overseas positions open for rotational assignments during July-September; current Ministry of Foreign Affairs officers who are interested and eligible are asked to submit indications of interest to the Director General

A qualified bidder for overseas positions is a worldwide available officer who has served at least 2 years in his/her current position

January 15 – Bids are received and tabulated against available openings; unqualified bidders are notified

February 1 – Minister announces open competition for vacancies: Ambassadors/Charges/Heads of Mission, diplomatic staff, and consular officers

March 1 – Applications from new FS entrants are received; screening process for new officers begins.

April 1 – Assessment process is completed; assignment panel convenes to match new entrants and qualified in-service bidders with open positions; among serving Foreign Service Officers, preference for assignment is given to new promotees announced in November; offers to new officers are extended and accepted

May 1 – Processing of new hires begins; any remaining vacancies are filled by assigning existing domestic officers

June 1 – Annual training cycle begins:

- Ambassadors/Charges/Heads of Mission
- Diplomatic Staff (overseas and domestic)
- Consular Officers

July 1 – Out-processing for overseas assignments begins

September – Orientation is held for returning officers to domestic positions