



Republika e Kosovës
Republika Kosova - Republic of Kosovo
Qeveria – Vlada – Government

**REGULATION (GRK) No. 06/2024 ON THE CLASSIFICATION OF
JOBS IN CIVIL SERVICE**

¹ Regulation (GRK) No.06/2024 on the Classification of Jobs in Civil Service, has been approved in the 190th Meeting of the Government of the Republic of Kosovo, with the Decision No. 04/190, dated 27.02.2024

The Government of the Republic of Kosovo,

Pursuant to Article 93 (4) of the Constitution of the Republic of Kosovo, in accordance with Article 38 paragraph 6 of Law No. 08/L-197 on Public Officials, as well as Article 19 (6.2) of the Rules and Procedure of the Government No. 09/2011 (OG No. 15, 12.09.2011),

Issues:

REGULATION (GRK) No. 06/2024 ON THE CLASSIFICATION OF JOBS IN CIVIL SERVICE

**CHAPTER I
GENERAL PROVISIONS**

**Article 1
Purpose**

This Regulation shall define the classes for every category of civil service and institutions of public service administration, designations of positions for each class, general description of each category and class, the procedure and methodology of classifying jobs, and the division of general administration and special administration groups in the Kosovo civil service.

**Article 2
Scope**

This Regulation shall apply to all civil service employees in the Republic of Kosovo, with the exception of employees of institutions defined in paragraph 7 Article 38 of Law No. 08/L-197 on Public Officials.

**Article 3
Definitions**

The expressions and terms used in this Regulation shall have the same meaning as the definitions provided in Law No. 08/L-0197 on Public Officials.

**CHAPTER II
GENERAL JOB DESCRIPTION OF EACH CATEGORY**

**Article 4
Categories of positions in civil service**

1. Job positions for civil service employees shall be divided into the following categories:

- 1.1. senior management category;
- 1.2. middle management category;
- 1.3. lower management category;

1.4. specialist category;

1.5. professional category.

Article 5

General job description of the senior management category

1. The senior management category is the highest management category of an institution, which has the responsibility to develop policies and advise on them. Positions of this category shall be responsible for:

1.1. setting goals and developing programmes, standards and relevant implementation procedures;

1.2. ensuring efficient use of material, human and financial resources necessary for programme implementation and goal attainment;

1.3. planning and running the day-today administrative activities of the institution;

1.4. representing the institution at meetings and fora in the country and abroad.

Article 6

General job description of the middle management category

1. The middle management category is the category responsible for the management of a specific area within the scope of the institution and shall be responsible for:

1.1. planning, managing and coordinating the activities of the organizational unit in accordance with the adopted programme and policies;

1.2. implementing existing policies;

1.3. identifying policy development needs;

1.4. recommending strategic planning components within the scope under responsibility.

Article 7

General job description of the lower management category

1. The lower management category is the category responsible for supervising and coordinating the administrative activities of the relevant unit and shall be responsible for:

1.1. instructing, advising and closely monitoring the implementation of tasks of the subordinate staff;

1.2. analysing and resolving problems, with freedom of judgment within policy framework and in accordance with procedures;

1.3. interpreting policies using professional knowledge;

1.4. contributing to the decision-making process, according to the area of expertise, by providing detailed data and analyses, which support the proposed line of action.

Article 8

General job description of the specialist category

The specialist category shall be responsible for performing special professional tasks that require specific training according to the areas defined in Annex Nr. 1 of this Regulation.

Article 9

General job description of the professional category

The professional category shall be responsible for the execution of tasks in accordance with legal provisions, instructions and procedures, providing professional and administrative support.

CHAPTER III

CLASSES AND DESIGNATIONS OF EACH CLASS

Article 10

Classes of job positions

Each category includes one or more classes, in accordance with the significance, freedom in decision-making, level of difficulties and general necessary requirements to be possessed by the position holder for performing tasks in the relevant class, in accordance with paragraph 3 Article 38 of Law No. 08/L-197 on Public Officials.

Article 11

Classes and designations of job positions in the senior management category

The constituent classes of the Senior Management Category and the designations allowed for this class are as follows:

Senior Manager

1. Secretary General in the Office of the Prime Minister;
2. General Secretary in the Ministry;
3. General Director in Independent Agencies (or equivalent positions);
4. General Director in Regulatory Agencies (or equivalent positions).
5. Executive Director in Executive Agencies (or equivalent positions).
6. Deputy General Director in the Independent and Regulatory Agency (or equivalent positions).

7. Deputy Executive Director in an Executive Agency (or equivalent positions).

Article 12

Classes and designations of job positions in the middle management category

The constituent classes of the middle management category and allowed designations for each class are as follows:

Middle Manager

1. Department Director in the Office of the Prime Minister;
2. Department Director in a Ministry;
3. Department Director in an Independent Agency;
4. Department Director in a Regulatory Agency;
5. Department Director in an Executive Agency.

Article 13

Classes and designations of job positions in the lower management category

The constituent classes of the lower management category and allowed designations for each class are as follows:

Lower Manager

1. Head of Division in the Office of the Prime Minister;
2. Head of Division in a Ministry;
3. Head of Division in an Independent Agency;
4. Head of Division in an Independent Agency and Regulatory Agency;
5. Head of Division/Sector in an Executive Agency and Municipalities.

Article 14

Classes and designations of job positions in the specialist category

Classes and designations of job positions in the specialist category are as follows:

Specialist

Article 15

Classes and designations of job positions in the professional category

1. The constituent classes of the professional category and allowed designations of each class are as follows:

Professional 1

Professional 2

Professional 3

CHAPTER IV GENERAL JOB DESCRIPTION OF EACH CIVIL SERVICE CLASS AND THE DESCRIPTION PROCEDURE

Article 16 General description of each class

1. The general description of each class in the Kosovo civil service is defined in accordance with Annex No. 1 of this Regulation.

2. The general job description of each class in the Kosovo civil service, in accordance with Annex No. 1, covers the following:

2.1. main duties and responsibilities of class positions;

2.2. class characteristics according to the classification factors;

2.3. general criteria necessary for the successful performance of class duties and responsibilities;

2.4. additional specific criteria, if any.

Article 17 Main duties and responsibilities

Main duties and responsibilities are the typical duties and responsibilities of a specific class, or the distinctive characteristics in the performance of duties and responsibilities that distinguish that class from another class of civil service within a category.

Article 18 Classification factors and characteristics according to factors

1. The classification factors of a position in a class are as follows:

1.1. significance;

1.2. freedom in decision-making;

1.3. difficulty.

2. Significance determines the level of responsibility and the typical influence of class positions. It is defined by criteria of complexity and consequence, as in the following:

2.1. Complexity is divided into four levels:

2.1.1. Routine - The position may present small technical and analytical issues. Problems are routine in nature, with detailed rules and procedures to address them.

2.1.2. Standardized – Regular encounter of problems that require a thought process situated within the policies, principles and objectives defined for a particular function or service area.

2.1.3. Moderately diversified - Various issues requiring judgment to apply certain practices and procedures – thinking in broad terms to provide a function or service within the scope.

2.1.4. Generally diversified - When considerable judgment is required to develop new approaches and techniques across functional areas to solve problems – thinking within general policies, principles and goals.

2.2. Consequences of solutions during the decision-making process in the position are divided into four levels:

2.2.1. Insignificant - The solutions have no significant consequences.

2.2.2. Contributing - The impact of the solutions contributes to the result of the institutional work, part of which is the position being evaluated, or of the segment of society it serves. The costs and impact are minimal, and may have consequences related to the credibility of the individual.

2.2.3. Control over final results - The impact is controlling over the final results within the whole Ministry or its subordinate entity, in the processes or systems affecting employees, they may affect labour relations/public relations and relations with the employees.

2.2.4. National - Decisions may affect a significant segment or the entire Government, they have national or international impact; mistakes cause serious consequences in the result of the organization's work; they can lead to a loss of national faith.

3. Freedom in decision-making determines the level of autonomy, supervision or dependence/independence in typical decision-making of the respective class. Freedom in decision-making is evaluated according to the criteria of the type of decision and freedom to act.

3.1. Types of decisions are divided into five levels:

3.1.1. Routine - Actions are performed repeatedly and with well-defined procedures, which require minimal decision-making regarding the order and organization of tasks.

3.1.2. Standardized issues – This position enables standardized decisions to be made regarding supervisory, technical or analytical issues. The type of action taken does not change often, while decisions concern the selection of the default procedure, which is chosen among several standard alternatives; exceptions are analysed and addressed by changing the procedures; the work of subordinates is monitored and their work or absences are recorded.

3.1.3. Regular and relatively diversified - In this position, the employee works within defined objectives, the achievement of which may require the modification of existing procedures or the development of new methods. Analysis and planning are an integral part of this job position. Decisions may also be made outside of standard practices and may set precedents. The employee makes decisions and performs actions within the framework of the programme or their field of expertise.

3.1.4. Frequent and quite diversified - In this position, the employee works on the development, formulation and drafting of new objectives. This requires the harmonization of several different disciplines. The decisions made include approval of budgets, expenditures, staffing, policy proposals, and exceptions to accepted rules or practices or formalized precedents.

3.1.5. Constant and complex - The employee in this position works to solve quite complex issues for the achievement of major objectives in changing contexts that include the cultural, social, economic, security dimension or political issues at the national level. The employee addresses issues for which previous precedents cannot be applied and finds solutions based on a broad knowledge base.

3.2. Freedom to act is divided into five levels:

3.2.1. Little or no autonomy - Works under direct supervision. Receives detailed instructions on following procedures, verbally or in writing. There is not much room for action to change these procedures. In the event of dilemmas, employees refer to their superiors.

3.2.2. Only within procedures - Work is defined by standard practices and predefined procedures. It is possible to set priorities in carrying out tasks and decide if additional information is needed to follow procedures. Interprets data and results. Makes decisions about how the tasks assigned to them will be carried out. Brings emerging problems to the attention of the superior.

3.2.3. In the context of policies - The employee plans, decides and acts to achieve defined objectives, but only within defined policies/procedures/routines. The employee may act to implement policies or standards widely accepted within their profession.

3.2.4. Within the accepted principles - The employee makes decisions and acts within the general principles or general policies known and accepted, such as for the drafting of the strategy for the institution. The employee can implement operational changes to solve problems and improve the performance of the functions of units or sections. The employee may assign tasks for policy innovation and improvement. This workplace plays a leading role in the development of administrative policies and regulations.

3.2.5. Generally unlimited - The decisions or actions of this official can only be limited by the law, the Prime Minister or a government decision. The employee makes decisions without referring to superiors, except when it is necessary to amend policies or make decisions on major investments or long-term programmes.

4. Difficulty determines the level of complexity and variety of work tasks that is reflected in the physical and emotional level required to successfully perform the tasks of the respective class. Difficulty also includes the hazard level of the task, if this is a permanent feature of the task in question. Difficulty is assessed according to the criteria of the focus of the activity and the management relationship.

4.1. The focus of activity is divided into six levels:

4.1.1. Provision of special services – indicates that the position holder is normally engaged in providing a full service to internal or external customers.

4.1.2. Partly on a set of functions or services - Indicates that the focus of the position holder's work is or has the capacity to affect a part of the set of functions or services they perform.

4.1.3. Entirely on a set of functions or services - Indicates that the focus of the position holder's work is or has the capacity to affect the entire set of functions or services they perform.

4.1.4. Entire functional area - Indicates that the focus of the position holder's work is or has the capacity to affect the entire functional area in a defined segment of society.

4.1.5. Ministry/Agency - Indicates that the focus of the position holder's work affects or has the capacity to affect the entire Ministry or its dependent agencies.

4.1.6. System wide - Indicates that the focus of the position holder's work affects or has the capacity to affect the entire government or population of the country.

4.2. The management relationship is divided into six levels:

4.2.1. Supervisor - Refers to a specialist in a narrow aspect of a specific functional area.

4.2.2. Technical supervision – Refers to an expert official in a specific field who is able to perform his functional duties without constant supervision.

4.2.3. Supervised by lower management - Refers to matters of final decision-making on procedural issues in a given functional area.

4.2.4. Supervised by middle management - Refers to the affairs of a person who has responsibility for the successful provision of an entire service program; typically, this management belongs to persons in the position of Heads of Divisions.

4.2.5. Supervised by senior management - Used to describe a direct reporting relationship with the head of a major entity (such as the Secretary General of a ministry) or the head of an independent institution.

4.2.6. Supervised by the political level - Describes a direct reporting relationship with an elected minister or reflects the 'independence' of the institution.

5. Class characteristics are a concise description of the characteristics of each classification factor for that class that makes it different from other classes and determines the weight of the class in the general classification.

6. The quality that best fits each criterion shall be selected for each factor in the description of the specific job position.

Article 19

General criteria for education, experience and/or skills

General criteria include education, professional work experience and/or skills required for the relevant position, category, class or group which are necessary for the successful performance of duties and responsibilities.

Article 20

Specific criteria

1. The specific criteria for certain positions may be defined only during the job description approval process.
2. The specific criteria may define qualification, licencing and/or special certification required for the relevant position.

Article 21 Procedure and form of job description

1. The job description is a summary of the mission, general goal, main tasks and responsibilities of the job position.
2. The purpose of the job description is to:
 - 2.1. acquaint the civil servant with the work they will perform;
 - 2.2. assess and classify the job position;
 - 2.3. evaluate work results;
 - 2.4. set specific criteria for every job position in civil service.
3. Job descriptions are drafted and amended only when new institutions are created, or when the internal organisation of the relevant institution changes.
4. Job descriptions are drafted by the Classification Assessment Group in cooperation with the immediate supervisor of the position.
5. Job descriptions are approved by the senior administrative manager of the institution, upon the consent of DMPO for state administration institutions, whereas other institutions may request an advisory opinion at DMPO prior to the approval by the senior administrative manager of the institution.
6. Approved job descriptions as referred to in paragraph 7 of this Article shall be added to the HRMIS by the HRMU of the relevant institution.
7. Job descriptions for civil service positions shall be in line with the standard form defined in Annex No. 3, which is a constituent part of this Regulation.

CHAPTER V METHODOLOGY AND PROCEDURE FOR THE CLASSIFICATION OF JOB POSITIONS

Article 22 Classification of a job position

1. Each position in the civil service is part of one of the classes of civil service defined according to this Regulation.

2. Each specific position of the professional category shall be classified as part of one of the three (3) classes of the relevant category.
3. Classification of a job position in the professional or specialist category is done in the job assessment and classification process in line with Articles 21-26 of this Regulation.

Article 23
Job classification methodology

1. Classification of a job position in the specialist and professional category as part of one of the classes referred to in Articles 14 and 15 of this Regulation is done through analysis and assessment of the level of classification factors and general formal criteria.
2. The classification factor analysis is performed for each factor pursuant to the job description for the corresponding position.
3. The characteristics represented by the specific position for each factor are compared with the characteristics of the classification factor defined for each class in accordance with Annex no. 1 of this Regulation.
4. The position is assessed as classified in that class with characteristics based on the factors with which it has the most similarities.

Article 24
Competence to assess the classification of job position

The assessment for the classification of the specialist category and the professional category positions is performed by the Assessment Group every time a new Regulation of the internal organization of the institution is developed.

Article 25
Establishment and composition of the Classification Assessment Group

1. The Classification Assessment Group is established by the senior administrative manager of the institution.
2. The Classification Assessment Group consists of one HRMU representative and three other experienced civil servants from the relevant institution.

Article 26
Classification assessment procedure

1. The Classification Assessment Group shall analyse and assess the job positions, make a proposal for the job classification, and submit it to the senior administrative manager of the institution for further actions.
2. Once it is approved by the senior administrative manager of the institution, the proposal shall be included in the draft Regulation on the organization of the institution.

Article 27
Approval of classification

The class to which each specific position of the specialist and professional category belongs is defined and approved in the Regulation on the internal organization of the institution.

2. The final approval of the classification follows the procedure for proposing and adopting the Regulation on Internal Organization in accordance with the applicable legal provisions.

CHAPTER VI
GROUPS OF JOB POSITIONS

Article 28
Groups of positions

1. In order to organize recruitment procedures in the civil service of Kosovo, the specialist and professional category positions are grouped based on the nature of the position as in the following:

1.1. groups of special administration positions;

1.2. group of general administration positions.

2. Each group of special administration includes similar positions, in one or more civil service institutions, related to the performance of specific responsibilities, the successful performance of which requires special knowledge and skills, which arise from and are necessarily associated with the mastery of one or more similar professions.

3. The group of general administration positions includes all positions that are not part of the group of special administration and which relate to the performance of general administrative responsibilities, the successful performance of which requires knowledge and general administrative skills, which do not arise from or are not necessarily associated with mastering one or more similar professions.

4. The groups of positions shall be established based on:

4.1. special groups defined based on the required field of education; and

4.2. position classes.

5. Special groups according to the field of education are defined in Annex No. 2, which is an integral part of this Regulation.

6. Recruitment procedures in the civil service shall be performed separately for each group type and for one or more classes in compliance with the defined criteria.

Article 29
Methodology and procedure for grouping a position

1. Every job position in the professional and specialist category of civil service shall be part of one of the groups designated according to Annex 2 of this Regulation.
2. The classification of a position as part of a detailed group is based on the job description.
3. The position is classified in the detailed group corresponding with the required education area for that position based on the relevant job description and class.
4. The procedure for classifying a job position in the specialist or professional category in the civil service in one of the groups determined on the basis of this Regulation shall be performed in accordance with the provisions of Articles 21-26 of this Regulation, which shall be implemented accordingly.

Article 30
Exemption procedure for the classification of a job position

1. By exception, if one or more specific positions cannot be grouped in one of the groups due to various admission requirements, the institution holding the position may request an authorization from the relevant Minister of Public Administration to establish an ad hoc group.
2. The Minister shall approve or reject the request based on the recommendation provided by DMPO.
3. The approval referred to in paragraph 2 of this Article shall be temporary and may only serve to develop one recruitment procedure for that group.

Article 31
Job position catalogue

1. In order to facilitate the classification and grouping process of job positions for the professional and specialist categories, the job position catalogue shall be drafted in accordance with this Regulation and shall be approved by the Government, upon proposal of the relevant Ministry of Public Administration.
2. The job position catalogue shall cover the position designation, category, class, group and general criteria as well as the job description for each position..
2. With the exception of paragraph 2 of this article, the first drafting of the description is done according to article 21 of this regulation.
4. For specific positions of the professional category, additional criteria may be defined in the job position catalogue or the relevant legislation other than the general criteria defined in Annex 1 of this Regulation.
5. The job position catalogue shall be approved by the Government of the Republic of Kosovo within one (1) month of entry into force of this Regulation.

6. When the need arises to update the job position catalogue, the approval shall be granted by the relevant Minister of Public Administration upon proposal of DMPO.

CHAPTER VII TRANSITIONAL AND FINAL PROVISIONS

Article 32 Transitional provisions on grouping

Until the approval of the Regulation on Internal Organization and Systematization of Job Positions, which defines the group to which one job position belongs, the group to which a position belongs is determined on a case-by-case basis by the responsible Unit.

Article 33 Transitional provisions on current civil servants

A civil servant who is currently placed in a class and does not possess the level and type of education defined for that class under this Regulation shall continue to hold the position if for at least the last three years they have had a positive performance assessment.

Article 34 Final provisions

Institutions in the scope of action of this Regulation are obliged to prepare the classification and grouping of job positions in accordance with this Regulation and the job position catalogue no later than three (3) months after entry into force of this Regulation.

Article 35 Repealing provisions

Regulation (GRK) No. 10/2022 on Classification of Jobs in Civil Service shall be repealed with the entry into force of this Regulation.

Article 36 Entry into force

This Regulation shall enter into force on the day of publication in the Official Gazette.

Albin Kurti

Prime Minister of the Republic of Kosovo

28.February.2024

ANNEX NO. 1: General job description of each class in the civil service of Kosovo

Annex No. 1/1: General job description of the Senior Manager class

Senior Manager

The highest administrative manager (civil servant) in the institution, who reports directly to the head of the institution about their work.

Includes positions with the following designations:

1. Secretary General in the Office of the Prime Minister;
2. Secretary General in the Ministry;
3. Director General in an Independent Agency (or equivalent positions);
4. Director General in Regulatory Agencies (or equivalent positions);
5. Executive Director in Executive Agencies (or equivalent positions);
6. Deputy Director in an Independent, Regulatory and Executive Agency (or equivalent positions);

I. Main duties and responsibilities:

- Provide supports and advice to the head of the institution in defining and developing policies, strategies and objectives of the institution.
- Ensure coordination and drafting of policies, objectives as well as drafting and development of programmes, relevant procedures and standards for their implementation.
- Approve work plans, action plans as well as initiatives for achieving objectives in the short, medium and long term as well as organizes work and defines tasks according to the main administrative units.
- Coordinate and ensure inclusion of contributions given by departments and/or other structures of the institution during the process of drafting policies and strategies according to the area of responsibility.
- Ensure implementation of legislation, policies and decisions of the head of institution, and solve various complex problems that affect the achievement of the institutional objectives.

II. Characteristics according to classification factors:

- ***Level of significance*** - includes responsibility for the tasks and decisions with significant impact in defining and implementing policies, including extensive supervisory and managerial responsibilities.
- ***Level of freedom in decision-making*** - includes independence in work and decision-making on complex professional matters, limited only to general instructions related to national policies and approved institutional policies.
- ***Level of difficulty*** - includes developing new concepts and solving various complex problems that affect the achievement of institutional objectives as well as planning, management and coordination of entrusted tasks.

- Ensure preparation and execution of the budget for the implementation of policies, goals and objectives of the institution, and ensure an efficient system of internal financial control, and identifies cost reduction opportunities.
- Manage civil servants and other institutional employees and introduces policies and programmes for administration, selection, training, stimulation and development of human resources as well as their leadership and management.
- Develop the work plan, action plans, and annual performance report
- Represent the institution upon an authorization of the head of the institution in meetings and fora in the country and abroad in the fields and matters related to the mandates and functions of the institution.
- Perform any other task and responsibility defined by law or explicitly delegated by the head of the institution.

In addition to the above duties that are performed on a case-by-case basis, the employees of the senior management category in the deputy director positions shall also perform the following duties and responsibilities:

- Assist the General/Executive Director in leading and supervising the activities of the Agency as well as developing operational policies for efficient functioning.
- Contribute to the development and implementation of strategic plans and decisions of the General/Executive Director and the achievement of objectives and results of the Agency in service delivery.
- Replace the Executive Director during periods of their absence and related to issues delegated by the General/Executive Director and ensure that decisions are aligned with the objectives of the Agency.

<ul style="list-style-type: none"> ▪ Under the management of the General/Executive Director, monitor the implementation of the objectives of the Agency, and implementation of projects and service delivery. ▪ Assist in developing the budget, work plan, and annual performance report of the Agency. ▪ Assist in the implementation of best leadership and management practices, organizational procedures, staff development, financial management, and risk management principles. ▪ Perform any other duty and responsibility assigned by law or explicitly delegated by the General/Executive Director. 	
<p>III. <u>General requirements (knowledge, skills and qualities):</u></p> <ul style="list-style-type: none"> ▪ Advanced organizational, leadership, policy drafting, and strategic management skills. ▪ Excellent strategic and analytical skills that allow them to advice on complex issues, with reliability and determination in achieving the strategic objectives of the institution. ▪ Ability to lead, cooperate and manage important changes in large and complex organizations. ▪ Extensive knowledge of the institutional area of responsibility, budget management and civil service. ▪ Ability to adapt to changes in priorities, requirements and deadlines through high level analytical and problem-solving skills. ▪ Strong negotiation, communication and cooperation skills, including the ability to create and maintain trust relationships with the head of the institution and the staff under their management. ▪ Knowledge of foreign languages (preferable). 	<p>IV. <u>General formal requirements:</u></p> <ul style="list-style-type: none"> a) Required education: First level higher education diploma (Bachelor). b) Specific requirements: Certificates and licenses when required by the legislation in force, or when considered necessary for the positions of this class. c) Required work experience: At least eight (8) years of professional work experience, including one of the following requirements. <ul style="list-style-type: none"> c.1 five (5) years of work experience in management positions, or c.2.) four (4) years of work experience in management positions and a second level diploma of higher education (master's), or c.3.) three (3) years of work experience in management positions and third level diploma of higher education (doctorate).

Annex No. 1/1: General job description of the Middle Manager class

Middle Manager

Responsible for the management of a department mandated with drafting and monitoring the implementation of policies, legislation, strategic documents, procedures and standards that extend to all institutions of the central and local level, or coordinating important national processes. Further, the middle manager is responsible for drafting reports for the Government and the Assembly on the areas they manage. The holder of this position is a civil servant and reports directly to the senior administrative manager of the institution about their work.

Includes positions with the following designations:

1. Department Director in the Office of the Prime Minister;
2. Department Director in a Ministry;
3. Department Director in an Independent Agency;
4. Department Director in a Regulatory Agency;
5. Department Director in an Executive Agency.

I. Main duties and responsibilities:

- Support and provide advice to the senior manager of the institution and/or the head of the institution on institutional policies and objectives in the field of responsibility of the department.
- Identify development needs for institutional policies and objectives and provide recommendations within the responsibility of the department.
- Manage and monitor all activities of the department and ensure its efficient operation.
- Responsible for defining objectives and planning the activity of the department and solving professional problems related to the department.

II. Characteristics according to classification factors:

- ***Level of significance*** - includes the responsibility for the proper implementation of the professional work methodology, procedures and techniques, and responsibility for the management of the relevant organizational units.
- ***Level of freedom in decision-making*** – includes independence in work that is limited by periodic supervision by the supervisor and their assistance in solving complex professional problems.
- ***Level of difficulty*** – includes providing support to senior management positions to ensure proper implementation of measures and instructions for the purpose of strategically addressing important tasks.

<ul style="list-style-type: none"> ▪ Manage human resources and budget of the department as well as identify capacity building needs for the staff of the department. ▪ Organize and assign work to subordinates and manage execution of tasks and responsibilities to be performed in line with the objectives and responsibilities of the Department. ▪ Instruct the staff in the performance of daily activities of the department and ensure that such activity is in accordance with the legislation, institutional policies and relevant standards. ▪ Upon authorization of the supervisor, represent the institution in work meetings and conferences in the area of responsibility of the department they lead. ▪ Evaluate the work results of the staff under their direct supervision and identify their capacity development needs through trainings. 	
<p>III. <u>General requirements (knowledge, skills and qualities):</u></p> <ul style="list-style-type: none"> ▪ Advanced organizational, management and policy drafting skills. ▪ Ability to adapt to priorities, requests and deadlines through high-level analytical and problem-solving skills. ▪ Extensive knowledge related to the department's area of responsibility, budget management and civil service. ▪ Communication and cooperation skills, including ability to create and maintain trust relationships with the supervisor and the staff under their management; ▪ Ability to motivate the staff and successfully manage the projects of the department. 	<p>IV. <u>General formal requirements:</u></p> <ul style="list-style-type: none"> a) Required education: First level higher education diploma (Bachelor). b) Specific requirements: Certificates and licenses when required by the legislation in force, or when considered necessary for the positions of this class. c) Required work experience: At least five (5) years of professional work experience, including one of the following requirements.

- Knowledge of foreign languages (preferable).

c.1) three (3) years of work experience in management positions, or

c.2.) two (2) years of work experience in management positions and a second level diploma of higher education (master's), or

c.3.) one (1) year of work experience in management positions and third level diploma of higher education (doctorate).

Annex No. 1/3: General job description of the Lower Manager class

Lower Manager

The Head of a Division who is responsible for a specific area of responsibility within the Department or Institution is assigned at this level. The holder of this position is a civil servant who reports directly to the Department Director or the senior administrative manager about their work.

Includes positions with the following designations:

1. Head of Division in the Office of the Prime Minister;
2. Head of Division in a Ministry;
3. Head of Division in an Independent Agency;
4. Head of Division in a Regulatory Agency;
5. Head of Division/Sector in an Executive Agency and Municipalities

I. Main duties and responsibilities:

- Provide support and advice to the department director and, upon request, to the senior administrative manager of the institution and the head of the institution in the area of responsibility of the division they lead.
- Manage and monitor all activities of the division and ensure its efficient operation, as well as assist the Director in setting objectives and developing the work plan to meet those objectives.
- Contribute to the decision-making process according to the area of responsibility, providing detailed data and analyses that support the decision-making process.
- Plan, prepare, monitor and analyse the budget of the division as well as other activities of the division and ensure their completion according to the plan.

II. Characteristics according to classification factors:

- ***Level of significance*** - includes responsibility for the management of relevant organizational units within the department or institution.
- ***Level of freedom in decision-making*** – includes independence in work that is limited by frequent supervision by the supervisor and their assistance in solving complex professional problems.
- ***Level of difficulty*** – includes supporting professional officials in solving complex tasks.

<ul style="list-style-type: none"> ▪ Organize and assign work to their staff and manage the execution of tasks and responsibilities to be fulfilled in accordance with the objectives and responsibilities of the division. ▪ Instruct the staff in the completion of daily activities and ensure that this activity is in accordance with legislation, institutional policies and relevant standards. ▪ Upon authorization of the supervisor, represent the institution in work meetings and conferences in the area of responsibility of the division they lead. ▪ Ensure communication inside and outside the organizational unit and institution in order to collect or exchange information. ▪ Evaluate the work results of the staff under their supervision and identify their capacity development needs. 	
<p>III. <u>General requirements (knowledge, skills and qualities):</u></p> <ul style="list-style-type: none"> ▪ Extensive knowledge of policies, legislation, procedures according to the activity covered by the division; ▪ Organizational and leadership skills to manage organizational units; ▪ Ability to adapt to priorities, requirements, and deadlines through analytical and problem-solving skills. ▪ Communication skills and personal impact, including the ability to establish and maintain trust relationships with supervisors and staff under their management. ▪ Ability to motivate the staff and successfully manage the projects of the division/department. ▪ Knowledge of foreign languages (preferable). 	<p>IV. <u>General formal requirements:</u></p> <ul style="list-style-type: none"> a) Required education: First level higher education diploma (Bachelor) b) Specific requirements: Certificates and licenses when required by the legislation in force, or when considered necessary for the positions of this class. c) Required work experience: At least three (3) years of professional work experience.

Annex No. 1/6: General job description of the Specialist class

Specialist

This class includes positions of a high professional level with specific training, which perform tasks requiring profound professional knowledge. The holders of these positions perform a series of tasks of a complex or specific nature individually or as leaders or members of a team. The holders of these positions work independently and without supervision or professional support within the general instructions related to the objectives and deadlines of tasks.

Includes positions with the following designations:

The designations of job positions for this class are defined in line with the Job Position Catalogue.

I. Main duties and responsibilities:

- This class includes positions for the implementation of tasks requiring profound professional knowledge of a relevant field.
- Work is carried out within the general instructions related to objectives and deadlines of tasks.
- Duties/Projects are implemented in line with the institutional policies, administrative standards and technical procedures and taking into account professional practices.
- Performance of tasks that require analytical skills and independent planning.
- The officials of this class are required and expected to identify opportunities for further improvement of procedures and techniques.
- The officials of this class are required and expected to discuss work results with their seniors and refer to them only in the events of unusual problems/issues.
- The seniors check the work of officials of this class only in terms of the results, and usually do not interfere with its content.
- The officials of this class guide the staff of lower class positions within the organizational units for the execution of their duties and responsibilities.

II. Characteristics according to classification factors:

- ***Level of significance*** – includes responsibility in making decisions that affect the work of the organizational unit. They are involved, contribute to and control decision-making which usually has national consequences but also includes individual consequences.
- ***Level of freedom in decision-making*** – includes the performance of duties and responsibilities in line with general instructions of their managers and a considerable degree of autonomy and self-initiative.
- ***Level of difficulty*** – includes work processes of a high complexity and the need for innovation, as well as professional support for civil servants of a lower level

<ul style="list-style-type: none"> • When necessary, review and check the work of other professional officials of a lower level, providing suggestions and instructions on the performance of professional tasks. 	<p>and their managers in issues within their area of responsibility.</p>
<p>III. <u>General requirements (knowledge, skills and qualities):</u></p> <ul style="list-style-type: none"> ▪ Profound and specialized knowledge in the specific professional field. ▪ High level of professional or technical knowledge of the relevant field and understanding of the areas related to tasks and responsibilities; ▪ Extensive knowledge of the field and research methods, which help develop basic or analytical reports. ▪ Logical reasoning and analytical skills. ▪ Ability to make independent professional judgments and exercise discretion on issues and provide a significant contribution to policy development and implementation. ▪ Research, analytical and evaluation skills and ability to provide recommendations and professional advice. ▪ Communication skills and personal impact, including presentation skills. <ul style="list-style-type: none"> ▪ Knowledge of foreign languages (preferable). 	<p>IV. <u>General formal requirements:</u></p> <ul style="list-style-type: none"> a) Required education: First level higher education diploma (Bachelor) in the field of engineering, spatial planning, architecture, urbanism and geodesy, chemistry, physics, mathematics, medicine, pharmacy, biochemistry, ecology, forestry, agriculture, veterinary, geography, environmen, astronomy, astrophysics, not including educational courses. b) Specific requirements: Certificates and licenses when required by the legislation in force, or when considered necessary for the positions of this class. c) Required work experience: At least three (3) years of professional work experience in the field in which the recruitment procedure for the vacant position is developed.

Annex No. 1/5: General job description of the Professional 1 class

Professional 1

This class includes positions of a high professional level, performing tasks that require profound professional knowledge in certain fields and sectors. The holders of these positions perform a series of tasks of a complex and specific nature individually or as leaders or members of a team. The holders of these positions work independently and without supervision and professional support within general instructions related to the objectives and deadlines of tasks.

Includes positions with the following designations:

The designations for the positions of this class are defined in line with the Job Position Catalogue.

V. Main duties and responsibilities:

- This class includes positions for the implementation of tasks requiring profound professional knowledge of a relevant field.
- Work is carried out within the general instructions related to objectives and deadlines of tasks.
- Duties/Projects are implemented in line with the institutional policies, administrative standards and technical procedures and taking into account professional practices.
- Performance of tasks that require analytical skills and independent planning.
- The officials of this class are required and expected to identify opportunities for further improvement of procedures and techniques.
- The officials of this class are required and expected to discuss work results with their seniors and refer to them only in the events of unusual problems/issues.
- The seniors check the work of officials of this class only in terms of the results and usually do not interfere with its content.
- The officials of this class guide the staff of lower class positions within the organizational units for the execution of their duties and responsibilities.

VI. Characteristics according to classification factors:

- ***Level of significance*** - includes responsibility in making decisions that affect the work of the organizational unit. They are involved, contribute to and control decision-making which usually has national consequences but also includes individual consequences.
- ***Level of freedom in decision-making*** - includes the performance of duties and responsibilities in line with general instructions of their managers and a considerable degree of autonomy and self-initiative.
- ***Level of difficulty*** – includes work processes of a high complexity and the need for innovation, as well as professional support for civil servants of a lower level

<ul style="list-style-type: none"> • When necessary, review and check the work of other professional officials of a lower level, providing suggestions and instructions on the performance of professional tasks. • Knowledge of foreign languages (preferable). 	<p>and their managers in issues within their area of responsibility.</p>
<p>VII. <u>General requirements (knowledge, skills and qualities):</u></p> <ul style="list-style-type: none"> ▪ Profound and specialized knowledge in the specific professional field. ▪ High level of professional or technical knowledge of the relevant field and understanding of the areas related to tasks and responsibilities. ▪ Extensive knowledge of the field and research methods, which help develop basic or analytical reports. ▪ Logical reasoning and analytical skills. ▪ Ability to make independent professional judgments and exercise discretion on issues and provide significant contribution to policy development and implementation. ▪ Research, analytical and evaluation skills and ability to provide recommendations and professional advice. ▪ Communication skills and personal impact, including presentation skills. ▪ Knowledge of foreign languages (preferable). 	<p>VIII. <u>General formal requirements:</u></p> <ul style="list-style-type: none"> d) Required education: First level higher education diploma (Bachelor). Diploma of the fifth level of NQF on ICT. e) Special formal qualifications: Certificates and licenses when required by the legislation in force, or when considered necessary for the positions of this class. f) Specific requirements: At least two (2) years of professional work experience in the field in which the recruitment procedure for the vacant position is developed.

Annex No. 1/6: General job description of the Professional 2 class

Professional 2

Professional level positions throughout the civil service performing tasks that require general professional knowledge in certain fields are assigned to this class. Work is performed within specific institutional instructions and practices with a reasonable degree of independence with periodic professional supervision and support from the supervisor and official of a higher professional level.

Includes positions with the following designations:

The designations of positions for this class are defined in line with the Job Position Catalogue.

I. Main duties and responsibilities:

- This class includes positions for performing tasks that require complete knowledge of a specific field.
- The tasks in the positions of this class are carried out by following institutional instructions and practice.
- Careful review of factual information is required while working in the positions of this class.
- Officials in positions of this class may adapt procedures, techniques, material means and/or equipment to the needs of the field of activity, and may perform work that is not routine but always within the relevant field of responsibility.
- Officials in positions of this class assume specific responsibility, without supervision, for the interpretation and implementation of a number of procedures and administrative instructions through their own initiative when this is required.

II. Characteristics according to classification factors:

- ***Level of significance*** - includes responsibility for making decisions that affect the work of the organizational unit. They are involved or contribute to the decision-making that usually does not have national consequences but is limited to consequences within the institution.
- ***Level of freedom in decision-making*** - includes working under usual, irregular, supervision in performing tasks and responsibilities following general and specific instructions from the superior/supervision.

	<ul style="list-style-type: none"> • <i>Level of difficulty</i> – includes work processes of a medium complexity and moderate need for innovation.
<p>III. <u>General requirements (knowledge, skills and qualities):</u></p> <ul style="list-style-type: none"> ▪ Complete and specialized knowledge in a specific professional field. ▪ High level of professional or technical knowledge of the relevant field and understanding of the fields related to tasks and responsibilities. ▪ Sound knowledge of research methods, which help develop basic or analytical reports. ▪ Logical reasoning and analytical skills. ▪ Ability to make independent professional judgments and exercise discretion on issues and provide a significant contribution to policy development and implementation. ▪ Research, analytical, evaluation skills and ability to provide recommendations and professional advices. ▪ Communication skills and personal impact, including presentation skills. ▪ Knowledge of foreign languages (preferable). 	<p>IV. <u>General formal requirements:</u></p> <p>Required education: First level higher education diploma (Bachelor). Diploma of the fifth level of NQF on ICT.</p> <p>a) Specific requirements: Certificates and licenses when required by the legislation in force, or when considered necessary for the positions of this class.</p> <p>b) Required work experience: At least one (1) year of professional work experience in the field in which the recruitment procedure for the vacant position is developed.</p>

Annex No. 1/7: General job description of the Professional 3 class.

Professional 3

Professional level positions throughout the civil service, performing administrative and supporting tasks for other professional officials belong to this class. Work is carried out within detailed instructions and procedures under the supervision of the superior or official of a higher professional level.

Includes positions with the following designations:

Designations of positions for this class are defined in line with the Job Position Catalogue.

I. Main duties and responsibilities:

- This class includes positions for the performance of tasks that require basic knowledge/concepts from the relevant field of education or basic skills that are usually acquired with secondary education with a basic experience regardless of the field or specialty.
- Tasks are assigned by the superior or an experienced senior official along with clear, detailed instructions, the performance of which requires solving simple problems.
- The work performed in these positions is generally with routine tasks within a function which do not require previous work experience.
- Concrete work in these positions is performed in accordance with well-detailed and standard instructions and/or procedures.
- The work in these positions is performed under very close supervision of a superior or an official of a higher class, who gives verbal or written instructions.
- Officials in these positions consult their superiors for any ambiguity or difficulty encountered while performing their tasks.

II. Characteristics according to classification factors:

- ***Level of significance*** – includes responsibility for the proper implementation of professional work methodology, procedures and techniques. Usually, there is responsibility for the implementation of well-defined work tasks, without consequences outside the organizational unit.
- ***Level of freedom in decision-making*** – includes working under regular supervision of a senior official and their instructions for solving routine problems.
- ***Level of difficulty*** – includes performing some routine tasks that require the application of defined professional work methodology, procedures and techniques.

III. General requirements (knowledge, skills and qualities):

- Basic professional and specific supporting knowledge in the relevant field of work, acquired through basic education and training.
- Ability to understand and implement operational practices with standard administrative/technical procedures in a specific field.
- Knowledge of standard administrative/technical procedures in a certain field.
- Ability to work on personal initiative within the defined plans and procedures.
- Good communication skills, including the ability to provide instructions and convey information to others.
- Computer skills in software applications (Word, Excel, PowerPoint).

IV. General formal requirements:

- a) **Required education:** High school diploma or equivalent.
- b) **Specific requirements:** Certificates and licenses when required by the legislation in force.
- c) **Required work experience:** Not applicable.

Annex No. 2: Type Groups of General and Special Administration

No.	Type Group Name	Required Education Field
1.	Legal Group	Law
2.	Budget and Finance Group	Economics, finance or accounting
3.	Economics Group	Economics, (regardless of specialization).
4.	Public Procurement Group	Economics (regardless of specialization), Law or Public Administration.
5.	Internal Audit Group	Economics (regardless of specialization), Law, Public Administration, Public Finance
6.	Human Resources Group	Law/Economics/Psychology, Public Administration, Pedagogy, Human Resource Management
7.	Archive/Documentation Group	Law/History/Literature/Archival/Oriental studies, Anthropology, Balkan studies
8.	Public Relations and Information Group	Journalism/Communication Science, Language and Literature, Public Relations, Marketing
9.	General Taxation/Tax or Revenue Collection Group	Law/Economics (regardless of specialization).
10.	General Social Services Group	Psychology/Sociology, Social Work, Speech therapist.
11.	Natural Science Group	Biology, Zoology, Agriculture, Horticulture, Forestry, Geography, Physics, Chemistry, Mathematics, Ecology, Agronomy, Veterinary, Environment.
12.	Social Science Group	Law, Economics (not specified), Sociology, Anthropology, Philosophy, History, Political Science, Psychology, Social Work, Geography, Public Administration
13.	Political Science Group	History/Philosophy/Sociology, Political Science, Public Administration, Social Policies, Law, International Relations.
14.	Foreign Service Group	Political Science, Law, International Relations, Security Policies, European Studies, Economics, Law and Diplomacy (economic, public and cultural) Public Administration
15.	Protocol group	International Relations, Legal, Communication, Protocol

16.	General Engineering Group	Engineering, with the exception of electro-technology engineering.
17.	Electro-technology Engineering Group	Electronic and telecommunication engineering.
18.	General Health/Medical Group	General Medicine, Other Medicine and Medical Management.
19.	General Cultural Heritage Group	History, History of Art, Archaeology, Ethnology, Anthropology, Architecture, Landscape Architecture, Urban Conservation, Fine Arts (painting, sculpture, graphic design, music), Curating, Museology, Oriental Studies, Geography.
20.	Physics Group	Physics
21.	Meteorology Group	Meteorology, Physics, Geography, Agriculture.
22.	Chemistry Group	Chemistry, Industrial Chemistry, Chemical Engineering
23.	Geology and Geophysics Group	Geology, Geophysics, Geological Engineering/Engineering Geology and Hydrogeology, Geography
24.	Hydrology Group	Engineering/Hydro-technical sciences, Geology, Hydrogeology, Geography
25.	Air Quality Group	Chemistry, Industrial chemistry/general technology, Chemical engineering/general technology engineering
26.	Mathematics Group	Mathematics
27.	Statistics Group	Mathematics, Economics, Geography
28.	Biology and Botanic Group	Biology/Botanics/Plant Production/Agronomy
29.	Zoology and Zootechnics Group	Zootechnics
30.	Agriculture, Forestry and Land Group	Agronomy/Forestry/Horticulture/Soil Science/Geography, Veterinary
31.	General Environmental Group	Environmental Engineering/ Environment/ General Chemistry, Biology, Ecology, Geography
32.	Soil and Water Group	Chemistry, Industrial Chemistry, General Technology, Chemical engineering, Agriculture, Water Engineering.
33.	Industrial engineering Group	Meteorological engineering, industrial engineering
34.	Construction engineering Group	Civil Engineering, Structural Engineering, Architectural Engineering, Geotechnical Engineering, Hydrotechnics.
35.	Mechanical engineering Group	Manufacturing and Industrial Engineering with Management, Thermoenergetics and Renewable Energy, Engineering Design and Vehicles, Communication and Transport, Mechatronics

36.	Mining engineering Group	Extractive Metallurgy/Mining Engineer/Oil and Natural Gas Extraction Engineer, Mining Engineer, Geological Engineer
37.	Electrical engineering Group	Electrical, Energy Engineering
38.	Electronic Engineering Group	Electrical Engineering, Mechatronics and Robotics
39.	Telecommunications Engineering Group	Telecommunication Engineering
40.	Architecture Group	Architecture, Interior, Urban Design, Landscape Architect
41.	Spatial Planning Group	Spatial planning (regional, urban, rural, transport and environmental planning), Architecture and Geography
42.	Geodesy Group	Geodesy
43.	Cartography and GIS Group	Geography, Geodesy and GIS, Architecture, Construction engineering.
44.	Geography Group	Geography
45.	Veterinary Group	Veterinary
46.	Pharmaceutical Group	Pharmacy/Pharmaceutical Engineering/Chemistry, Engineering Chemistry
47.	Health and Environmental and Professional Hygiene Group	Environmental and occupational hygiene/ Epidemiology, Public Health, Social Medicine
48.	Education Group	Teaching or a certain branch of relevant science and experience in teaching
49.	Information Technology Group	Computer Science, Computer and Software Engineering, Engineering Informatics, Information Technology and Telecommunications, Informatics and Information Technology, Computer Electrotechnical Engineering with Telecommunications.
50.	Data Technology Group	Data Science, Data Engineering, Statistical Science, Computer Science, Computer and Software Engineering, Engineering Informatics, Information Technology and Telecommunications, Computing and Information Technology, Computer Electrical Engineering with Telecommunications
51.	Architectural heritage / conservation group	Architecture, Urban conservation, Landscape architecture, Structural engineering and conservation sub-specialties - structural conservator.
52.	Archeology group	Archeology Sciences, Anthropology, and conservation sub-specialties
53.	Archive group	Archives, History, History of Art, Anthropology, Oriental Studies, Balkan Studies and conservation sub-specialties

54.	Group of curators / museology	History, History of Art, Anthropology, Curating, Museology, Sociology, Balkan Studies, Literature, Fine Arts (Painting, Sculpture, Graphic Design and others), Architecture, Interior, and sub-specializations of museology
55.	Movable / Spiritual Legacy Group	History, History of Art, Anthropology, Balkan studies, Ethnology, archaeology, numismatics, fine arts (painting, sculpture, design, music), and sub-specializations in the field of conservation (conservation of stone, wood, textile, metal, ceramics, paper etc).
56.	Psychology Group	Psychology Science
57.	Social Work Group	Social Work
58.	Sociology Group	Sociology
59.	Translation and Interpretation Group	Relevant foreign language
60.	Food Safety Group	Food technology
61.	Security Group	Safety, Law, Criminology
62.	Tourism Group	Geography, Tourism, Ethnology, Cultural Heritage
63.	General administration group	Unspecified higher education
64.	General administration group	Unspecified secondary education

Annex No. 3: Job description form

**I
INFORMATION ABOUT THE JOB POSITION**

Position title: *Director of the Department for the Management of Public Officials*

Institution: *Ministry of Internal Affairs*

Department: *Department for the Management of Public Officials*

Division/Sector:

Category:

Class:

Reports to: *Senior Administrative Manager.*

**II
UNIT MISSION**

.....
.....

**III
GENERAL PURPOSE OF THE JOB POSITION**

.....
.....

**IV
MAIN DUTIES**

1. _____
2. _____
3. _____
4. _____
5. _____
6. _____
7. _____
8. _____

9. _____

10. _____

**V
MAIN RESPONSIBILITIES RELATED TO**

A. Planning and objectives (if any)

A.1. _____

A.2. _____

A.3. _____

B. Management (if any)

B.1. _____

B.2. _____

B.3. _____

C. Technical tasks

C.1. _____

C.2. _____

C.3. _____

D. Institutional representation and cooperation

D.1. _____

D.2. _____

D.3. _____

**VI
SIGNIFICANCE**

(Complexity and consequences).

(Choose the relevant description for each factor according to the definitions indicated in Article 16 of the Regulation).

.....

**VII
FREEDOM IN DECISION-MAKING**

(Type of decision and freedom to act).

(Choose the relevant description for each factor according to the definitions indicated in Article 16 of the Regulation).

**VIII
DIFFICULTY**

(Management relationship and focus of activity).

(Choose the relevant description for each factor according to the definitions indicated in Article 16 of the Regulation).

**IX
SUPERVISION**

**X
SUBORDINATE STAFF (if any)**

**XI
WORK CONDITIONS**

XII – GENERAL AND SPECIFIC FORMAL REQUIREMENTS

(Category, class, group, work experience and other specific requirements, if any).

Category and Class of the position:

Group and required field of education:

Experience:

Specific requirements:.....

XIII – SIGNATURE

1. Immediate supervisor: _____

2. Senior administrative manager: _____,