



The Hague, 19/01/2016

Reg. n°: Europol/2016/TA/AD6/218

## VACANCY NOTICE

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**Name of the post:** Specialist Corporate Content Management, within the Strategic and External Affairs Group in the Corporate Services Business Area (AD6)

**Reporting to:** Senior Specialist Corporate Content Management

### 1. About Europol

Applications are invited for this position at the European Police Office (Europol).<sup>1</sup>

Europol is located in The Hague, The Netherlands, and its main tasks are the following:

- a) to collect, store, process, analyse and exchange information and intelligence;
- b) to aid investigations in the Member States, in particular by forwarding all relevant information to the national units;
- c) to ask the competent authorities of the Member States concerned to initiate, conduct or coordinate investigations and to suggest the setting up of joint investigation teams in specific cases;
- d) to provide intelligence and analytical support to Member States in connection with major international events;
- e) to prepare threat assessments, strategic analyses and general situation reports relating to its objective, including organised crime threat assessments.

For more information please visit Europol's website [www.europol.europa.eu](http://www.europol.europa.eu).

**Europol applies a policy of equal opportunity for men and women and accepts applications without distinction on ground of sex, race colour, ethnic or social origin, genetic characteristics, and language, religious, political or other convictions and opinions, financial situation, disability, age sexual orientation, marital status or family situation. Applications from female candidates are particularly encouraged. Employment at Europol is open to nationals of the EU Member States. There is no national quota system in operation but Europol is required to strive for a broad range of nationalities in order to keep a well balanced geographical distribution among its staff members.**

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<sup>1</sup> Europol has been established under the Council Decision (EC) No. 2009/371 of 6 April 2009.

## **2. Background and the main purpose of the post**

Within the Corporate Services Business Area, the Strategic and External Affairs Group is responsible for:

- a) Supporting the Directorate in providing leadership and strategic direction to Europol, including corporate support for the effective discharge of Europol's governance responsibilities towards the Management Board (MB) of Europol and its working groups and for the management of Europol's external relations, including EU working groups;
- b) Developing and monitoring the implementation of the Europol Strategy and the annual Europol Work Programmes, including the management of effective performance reporting;
- c) Developing and implementing Process and Quality Management at Europol;
- d) Managing and improving processes related to document and records management, including business product management of the Document Management System (DMS) and the maintenance of an accurate record of key corporate documents.

Reporting to the Senior Specialist Corporate Content Management (Team Lead) the post holder will support the improvement of corporate content management at Europol. This will include the continual improvement of the existing document management system and other collaboration tools as well as the further development of electronic records management and electronic work flows.

## **3. Tasks and responsibilities**

The successful applicant will have to carry out the following main duties:

- Supporting the improvement of the corporate content management at Europol by:
  - Supporting initiatives to maximise the effectiveness and efficiency of corporate content management at Europol, in particular the use of its document- and records management system, other collaboration tools and related processes;
  - Supporting the further development of Europol's document- and records management system focusing on functional requirements for electronic document- and records management, including electronic workflows and collaboration tools;
  - Supporting the enhancement of the end-user experience of the current document- and records management system and other collaboration tools (this includes end-user support);
  - Supporting the development, implementation and evaluation of business processes, procedures and standards related to document- and records management;
- Oversee and help maintaining the central archive of corporate records, both in hard copy as well as electronically, produced at strategic level (e.g. for Management Board, EU bodies and working groups with relevance for Europol, as well as Directorate decisions and documents published in the Vademecum);

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- Providing support to projects related to corporate content management (e.g. to further develop electronic document- and records management, the use of the related systems in the organisation and the development and implementation of electronic workflows and electronic approval);
- Performing any other related tasks as requested by the line manager.

### 4. Requirements

#### 4.1 Eligibility criteria:

##### a. Candidates must

- Be a national of one of the Member States of the European Union and enjoy full rights as a citizen;
- Have fulfilled any obligations imposed by the applicable laws on military service;
- Produce appropriate character references as to his or her suitability for the performance of the duties;
- Be physically fit to perform the duties pertaining to the position;<sup>2</sup>
- Produce evidence of a thorough knowledge of one of the languages of the Union and a satisfactory knowledge of another language of the Union to the extent necessary for the performance of the duties.

##### b. Candidates must have

- A level of education which corresponds to completed university studies, preferably in the area of Business or Public Administration, attested by a diploma when the normal period of university education is 3 years or more;
- **In addition** to the above at least **3** years of professional work experience after the award of the diploma.

#### 4.2 Selection criteria:

##### a. Professional experience:

###### Essential:

- Experience in functional management of Enterprise Content Management (ECM) systems – in particular document management systems as well as records management systems (e.g. definition of metadata, retention schedule, file plan);
- Experience of working with document- and records management systems, e.g. Open Text eDOCs;
- Experience in maintaining an electronic, as well as a paper-based archive for records of corporate relevance;
- Experience in managing information in accordance with confidentiality regulations;

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<sup>2</sup> Prior to appointment the successful candidate will be medically examined by one of the institution's medical officers in order that the institution may be satisfied that the candidate fulfils the requirements of Article 12(2)(d) CEOS

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### **Desirable:**

- Experience in end-user support on questions and functionalities of document- and records management systems;
- Experience in business analysis and process improvement related to document- and records management – in particular electronic workflows and electronic approval;
- Experience in project management and change management;
- Experience in working in an international, multidisciplinary work environment.

### **b. Professional knowledge:**

#### **Essential:**

- Sound knowledge in the area of document management (concepts, principles and good practice) and continual improvement of electronic document management systems;
- Sound knowledge in the area of records management, both paper based and electronically; conceptual definition, implementation and continual improvement;
- Sound knowledge of concepts, applicable regulations and good practice for paper based and electronic archives.

#### **Desirable:**

- Certificate in Open Text Enterprise Content Management solutions and SharePoint 2013;
- Certificate in MS Project and MS Visio;
- Certificate in Project Management terminology and methodology, preferably Prince2;
- Knowledge of the structures of the European Union, its policies and activities in particular in the area of Justice and Home Affairs.

### **c. Technical skills and competencies:**

#### **Essential:**

- Excellent communication skills in English, both verbally and in writing, with the ability to communicate with a variety of stakeholders and audiences;
- Excellent organisational skills including the ability to plan, manage and prioritise workload to meet tight deadlines;
- Proficient user of Microsoft Office applications (MS Word, Excel, PowerPoint and Outlook) and the internet.

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### d. Social skills and competencies:

#### Essential:

- Excellent interpersonal skills including the capacity to work in a multi-national setting with colleagues from different cultural backgrounds while displaying a high degree of integrity at all times;
- High level of customer orientation and a service-oriented approach;
- High sense of commitment including the ability to demonstrate a high degree of stress resilience;
- Ability to function both as an independent professional as well as a member of a team;
- Good negotiation skills as well as the ability to deal with sensitive and confidential issues;

## 5. Selection procedure<sup>3</sup>

The Contracting Authority sets up a Selection Committee which consists of at least three members, one from the Human Resources Unit of Europol, one from the concerned Unit or Department and one designated by the Staff Committee.

For **non-restricted** posts the Contracting Authority may designate up to two additional members to the Selection Committee on a proposal from the Management Board, either from another service of Europol, from outside Europol or from outside the community institutions including Member States.

The Selection Committee determines candidates' suitability for the position by assessing their skills, experience and qualifications against the established job profile and makes an initial selection from the applications received.

The Selection Committee will invite the 5 highest scoring candidates (short-listed). All candidates having a score equal to the 5<sup>th</sup> highest scoring candidate will be included to the list of invited candidates.

Shortlisted applicants are invited to participate in a post-related selection procedure, generally consisting of written and/or practical tests and competency-based interviews.

The Contracting Authority makes a decision of appointment on the basis of advice from the Selection Committee. He will inform the Committee of his decision. All candidates who attend the selection procedure will be informed of the outcome.

Candidates who attended a selection procedure may request feedback on their performance of the written test and interview within three months after the selection procedure. Europol will not be in a position to respond to feedback inquiries received outside this time frame.

The Selection Committee's work and deliberations are confidential. It is forbidden for candidates to make direct or indirect contact with the members of the Selection Committee or for anyone to do so on their behalf. All enquiries or requests for information or documentation in relation to the competition should be addressed to the Europol Recruitment Office.

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<sup>3</sup> Detailed information on the selection procedure, including the appeal procedure is available in the Europol Recruitment Guidelines, on Europol's website.

## 6. Salary

### Scale: AD6

The basic monthly salary is EUR **4,960.64** (step 1) or EUR **5,169.10**(step 2).

The step in grade is determined on the basis of professional experience gained after the education required for the position and in line with applicable implementing rules.

In addition, if applicable, allowances such as expatriation allowance, household allowance, dependent child and education allowance may be granted.

Europol offers a comprehensive welfare package comprising additional benefits such as medical insurance, unemployment and invalidity allowance as well as a pension scheme.

Salaries are subject to a community tax but exempt from national taxation.

## 7. Terms and conditions

### 7.1 Probation period

Engagement for this position is subject to the successful completion of a probationary period of 9 months. Within this period the successful candidate will have to undergo a post-related security screening.

Europol reserves the right to terminate the contract of employment during or at the end of the probation period in accordance with Article 14 of CEOS.

### 7.2 Security screening and certificate of good conduct

All candidates who have successfully passed a selection procedure are required to apply for a national "certificate of good conduct" at the time an offer of employment is made. The "certificate of good conduct" must be provided to Europol prior the signature of the employment contract. In case of unfavourable entries in the "Certificate of good conduct" Europol reserves the right not to award an employment contract.

However, the national certificate of good conduct does not substitute a valid full Personal Security Clearance Certificate (PSCC) that must be obtained for all Europol staff at the level indicated in the Job Description. A PSCC is a certificate issued by a competent authority establishing that an individual is security cleared. It contains: the level of clearance; the date of issuance and the date of expiry. Failure to obtain the requisite security clearance before the expiration of the probationary period may be cause for termination of employment contract.

The requested level of Security Clearance for this post is: **CONFIDENTIAL UE/EU CONFIDENTIAL**.

### 7.3 Contract of employment

The successful candidate will be recruited as Temporary Agent AD6 pursuant to Article 2 (f) of CEOS, for a period of 5 years<sup>4</sup> (full-time – 40 hours a week).

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<sup>4</sup> For the internal candidates, the duration of the current contract will be taken into account in the total duration of the contract.

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The contract may be renewed once for a period of 4 years. Only in highly exceptional cases, Europol grants third contracts of an indefinite nature.

The place of employment will be The Hague, The Netherlands.

For further information on terms and conditions please consult the EC Staff Regulations which are available on Europol's website [www.europol.europa.eu](http://www.europol.europa.eu).

### 8. Data protection

The data submitted are processed in order to assess the suitability of candidates for a position at Europol. All personal data collected for the purpose of the selection procedure will only be used within this specific context and will not be disclosed to any third party, except for restricted posts in which the application may be transmitted to the National Unit as part of the application process. Any data provided will be treated in strict confidence and in full compliance with all applicable data protection rules. The legal basis for the processing of personal data is the Staff Regulations of Officials and the Conditions of Employment of Other Servants of the European Union (Title III Chapter 1) and their implementing rules.

All documents provided to Europol will be kept in Europol's files and will not be returned to the candidate. Applications of non-recruited candidates will be kept for a maximum of two years. Data of applicants added to the reserve list will be kept for a maximum of two years after the expiry of the reserve list. Data of recruited candidates will be transferred to their personal file.

The Head of the Administration Business Area is responsible for the data processing operation. Candidates have the right to access, rectify, block and erase their personal data in accordance with the applicable data protection rules.

Candidates have the right of recourse to the Europol Data Protection Office (Data Protection Office - PO Box 90850, 2509 LW The Hague, The Netherlands) and the [Joint Supervisory Body](#).

### 9. Additional information

#### 9.1 Main dates

Deadline for application:	10 March 2016
Recruitment procedure:	April 2016
Starting date of employment:	as soon as possible

#### 9.2 Application process and selection procedure

Please refer to the EUROPOL RECRUITMENT GUIDELINES available on Europol's website [www.europol.europa.eu](http://www.europol.europa.eu) for further details on the application process and the selection procedure.

#### 9.3 Contact details

For further details on the application process please call +31 (0) 70 353 1298.