

JOB DESCRIPTION

Name of the post: Quality and process management assistant
- Contract Agent FG III

Reporting to: Senior Specialist, Quality and Process
Management in the Programmes and
Architecture Unit
Assistant Director Capabilities Department

1. Background

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

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.

2. Purpose of the post

The main role of the Programmes and Architecture Unit is to develop, maintain and evaluate Europol's ICT strategy and architecture.

The Programme and Architecture Unit further accommodates the Corporate Programme Office responsible for the running of programmes and projects as well as for maintenance and development of Europol Project Standards and facilitates the work of Europol's Quality and Process Management function.

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

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Under the supervision of the Senior Specialist Quality and Process Management the successful candidate will provide administrative support to the development, implementation and continuous improvement of a process based Quality Management System (QMS) across Europol. This includes in particular the modelling of processes and the administration of work products such as process documents.

3. Tasks and responsibilities

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

- Prepare, organise, coordinate and participate in process team meetings, working sessions and progress meetings including booking meeting rooms, sending out invitations and documentation, copying documents, preparing folders, drafting participant lists, taking and distributing minutes and relevant follow-up activities;
- Administer work products related to Process Management (e.g. Process Landscape and Process Groups, Process Description Templates, Process Analysis Templates);
- Create process models in CaseWise and integrate html exports into the Intranet;
- Publish Process Descriptions and related documents on the Intranet and communicate updates or changes to relevant stakeholders;
- Assist in preparing, organising and supporting Process Management trainings;
- Assist in preparing audits as well as project and programme related activities (e.g. Strategy Implementation Programme);
- Support the preparation of up to date management information (e.g. progress reports, process performance);
- Assist in preparing tender information and financial commitments;
- Any other administrative duties in the area of competence as assigned by the Senior Specialist Quality and Process Management.

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 the suitability for the performance of the duties;

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- Be physically fit to perform the duties pertaining to the position;²
- 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

- Possess a level of post-secondary education attested by a diploma;³

OR

Possess a level of secondary education attested by a diploma giving access to post-secondary education, and appropriate professional experience of at least 3 years;

Table 1:

Duration of professional training	Professional experience
More than 6 months and up to 1 year	3 years
More than 1 year and up to 2 years	2 years
More than 2 years	1 year

4.2 Selection criteria:

a. Professional experience:

Essential:

- In addition to the 4.1b requirements 3 years of relevant professional work experience gained after the award of the diploma;
- Experience in creating and updating process documents (e.g. Process Descriptions) and process models (e.g. flow chart diagrams, swim lane diagrams);
- Experience in administrating and maintaining a repository for up-to-date process documents (e.g. Process Description Templates, Process Analysis Templates) based on a Document Management System (DMS) – in particular including mechanisms for versioning, approval and dissemination of these documents;

Desirable:

- Experience in modelling processes in Microsoft VISIO and Business Process Management (BPM) Tools (preferably CaseWise);
- Experience in the area of Quality and Process Management in the public sector and/or international environment;
- Experience in publicising process models - integrating html exports from BPM Tools into the Intranet;

² 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 82(3)(d) Conditions of Employment of Other Servants of the European Union

³ When the official duration of the course is **less than 3 years** the difference shall be deducted from professional experience in accordance with Table 1

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- Experience in Project Management;
- Experience in using Microsoft Access data bases;

b. Professional knowledge:

Essential:

- Knowledge of process management and process modelling - preferably confirmed by a certificate;

Desirable:

- Knowledge of Process and/or Quality Management methodologies;
- Knowledge of Project Management methodologies (e.g. Prince II) - preferably confirmed by a certificate;

c. Technical skills and competencies:

Essential:

- Confident user of Microsoft Office applications (MS Word, Excel, PowerPoint and Outlook) and the internet;
- Confident user of applications for process modelling (Microsoft VISIO)
- Excellent communication skills in English, both verbally and in writing;
- High level of accuracy and an eye for detail with the ability to maintain standards of accuracy under pressure of tight deadlines;
- Excellent organisational skills including the ability to plan own work load, exercise initiative and work independently;
- Presentation skills;

Desirable:

- Confident user of Document Management Systems (DMS);
- Basic user of Business Process Management (BPM) Tools (preferably CaseWise) for modelling processes;
- Ability to use Content Management Systems (CMS) for creating and updating of Intranet pages.

d. Social skills and competencies:

Essential:

- Tact, discretion with a polite and customer focused approach;
- Good oral and written communication skills with the ability to communicate information effectively to wide range of internal and external stakeholders;
- High level of interpersonal skills with the ability to work well in a team as well as independently;

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- High level of flexibility and willingness to take on different responsibilities and work extended hours at short notice.
- Understanding for diversity including the ability to co-operate with colleagues from different cultural backgrounds while displaying a high degree of integrity at all times.

5. Selection procedure

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

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.

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.

6. Salary

The successful candidate will be engaged in Function Group FGIII, grade 8 (EUR **2 457, 08**), grade 9 (EUR **2 780, 03**) or grade 10 (EUR **3 145, 43**), subject to years of professional experience.

In line with applicable implementing rules the professional experience gained after the education required for the grades above is as follows:

Grade	Proven professional experience
8	Up to 7 years
9	More than 7 years
10	More than 15 years

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

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

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

7. Terms and conditions

7.1 Probation period

Engagement at Europol is subject to the successful completion of a probationary period of **9** months. Within the above 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 Title IV, Article 84 of the Staff Regulations of Officials and Conditions of Employment of Other Servants of the European Union.

7.2 Security screening and certificate of good conduct

In order to ensure that all candidates who have successfully passed a selection procedure comply with the security standards and do not have a criminal record we request all successful candidates to apply for a "certificate of good conduct" at the time an offer of employment is made.

The certificate of good conduct provides evidence that the candidate is suitable to be employed by Europol. However, the certificate of good conduct **does not substitute a full security clearance that must be carried out for all Europol staff in accordance with the clearance level determined for the position.**

7.3 Contract of employment

The successful candidate will be recruited as **Contract Agent in Function Group III** pursuant to Article 3a of the Staff Regulations of Officials and Conditions of Employment of Other Servants of the European Union, for a period of **3 years**. The contract may be renewed.

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

For further information on terms and conditions please consult the Staff Regulations of Officials and Conditions of Employment of Other Servants of the European Union which are available on Europol's website www.europol.europa.eu.

8. Data protection

The data submitted is 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 and the respective Liaison Bureau.

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 are the Staff Regulations of Officials and the Conditions of Employment of

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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 non-recruited applicants on the reserve list for appointment 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 Unit of the Human Resources Unit 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 (www.europoljsb.consilium.europa.eu). Applications sent to the DPO or JSB will not be processed and deleted.

9. Additional information

9.1 Main dates

Deadline for application:	11 November 2011
Recruitment procedure:	November or December
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 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 1467 or +31 (0) 70 302 5075.