



The Hague, 21 April 2016

File n°: Europol/2016/TA/AD9/255

VACANCY NOTICE

Name of the post: Business Manager in the Operations Department (OD) – AD9

Reporting to: Head of the concerned Business Area/Deputy Director

Establishment of a reserve list of possibly at least 6 candidates

1. About Europol

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.

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.

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

2. Background and purpose of the posts

In December 2015 Europol's Management Board approved the new Europol Strategy, which sets out the overall framework in which Europol will operate in the next five years (2016-2020). Europol will mainly focus on EU information management and operational support to MS.

The support delivery request from the Operations Department is clearly growing from coordinating operations and providing analysis and expertise towards providing an EU response to common threats, providing more support to front-line officers and providing support to live investigations.

The new strategy and new tasks have led to a reorganisation of the Operations Department with a Front Office (first line of response) and three Centres: the European Cyber Crime Centre (EC3), the Serious Organised Crime Centre (ESOCC) (including the European Migrant Smuggling Centre (EMSC)) and the European Counter Terrorism Centre (ECTC). In addition one Horizontal Operational Support Business Area will be established. Under the guidance of the Deputy Director Operations and the relevant Heads of Business Area, the Business Managers will be responsible for the day-to-day business of their respective areas;

To this effect the Front Office will be led by one Business manager; the Cyber Crime Centre will be led by a Head of Business Area supported by two Business Managers; ESOCC and ECTC will each be led by a Head of Business Area supported by three Business Managers; and one further Business Manager will support the Head of Business Area responsible for Horizontal Operational Support.

The outlined structure will give following priority areas of work to the different Business managers:

The Front Office will act as the central information hub where all the information sent to Europol will be handled in first line. It will continue to act as a central point for cooperation with third parties. The Front Office Officers will perform the first line tasks, i.e. assessing (acceptance/rejection) and processing of most of the incoming information; In addition, they will perform OSINT monitoring, trend watching and alert on changing priorities, support to Europol officers in the field and to major international events and actions.

The core tasks will be performed by the **three Centres**, focusing on the key EU priorities and EU policy tasks as entrusted to Europol. All three Centres will in principle have a similar structure: a Strategy unit, an Operations unit and an Expertise unit, each led by a Business Manager. The Centres will work closely with the Liaison Officers of the Member States. The Operations Units of the three Centres will consist of flexible teams, allowing the staff to be assigned in a flexible way to the prioritised cases.

The horizontal operational support Business Area will deliver support across the Operations Department. These functions do not belong to one specific Centre but will deliver added value to all Centres and the Front Office. The Horizontal Operational Support Business Area will include several functions of operational and strategic nature, including Financial intelligence, Asset Recovery, Special Tactics, EMPACT and stakeholder support, Strategic analytical products, Finance and HR, Training and Quality Management.

3. Tasks and responsibilities

The successful candidate, as a Business Manager in the concerned Business Area, shall be responsible for:

- Leading the delivery of the products and services included in the Europol work programme within the scope of the business described in the purpose of the post, following the guidelines and objectives set by the Head of the Operations Department and Head of Business Area;
- Ensuring the quality and timeliness of the products and services delivered;
- Managing, supervising, assessing and developing staff in relation to those products and services;
- Supporting the Head of Business Area/ Deputy Director with the day-to-day management and administration of the Business Area;
- Representing the Business Area in external and cross-departmental engagements;
- Participating in Europol stand-by-duties when required;
- Performing any other task assigned by the responsible Deputy Director or Head of Business Area.

4. Requirements

4.1 Eligibility criteria:

a. Candidates must

- Be a member of a competent authority in the meaning of the Article 3 of the Europol Council Decision and enjoy full rights as a citizen of a Member State;
- 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;²
- Produce evidence of a thorough knowledge of one of the languages of the Communities and a satisfactory knowledge of another language of the Communities to the extent necessary for the performance of the duties.

b. Candidates must have

- A level of education which corresponds to completed university studies attested by a diploma when the normal period of university education is 4 years or more;

OR

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 12(2)(d) Conditions of Employment of Other Servants of the European Communities (CEOS)

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A level of education which corresponds to completed university studies attested by a diploma and appropriate professional experience of at least 1 year when the normal period of university education is at least 3 years;

OR

Professional training of an equivalent level in a relevant area (e.g. Police Officer's School) and after having completed the training, at least the number of years of relevant professional experience indicated in the table below:

Duration of professional training	Professional experience
More than 6 months and up to 1 year	4 years
More than 1 year and up to 2 years	3 years
More than 2 years and up to 3 years	2 years
More than 3 years	1 year

- **In addition** to the above at least **12 years** of relevant professional work experience gained after the award of the diploma.

4.2 Selection criteria:

a. Professional experience:

Essential:

- At least 5 years experience in the development and delivery of operational products and services referred to in section 2 above (applications should include information about the crime areas in which experience has been gained (e.g. serious and organised crime; cybercrime; financial intelligence; counter terrorism; economic and property crime,));
- Special emphasis is required in proving experience in at least one of the following fields: Fraud, Financial investigations, Terrorism, and/or Data handling in organised crime investigations;
- Experience of liaison and cooperation within and between organisations on operational and strategic matters;
- Experience in managing and supervising staff, including recent experience in leading an operational team;

Desirable:

- Recent international experience in the fields mentioned above;
- Multi-agency working experience.³
- Extensive operational experience in international investigations;
- Experience in project management;

³ Working experience among different Law Enforcement bodies such as Police, Customs, Border Guard, Gendarmerie.

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- Possess and maintain a network of (law enforcement) international contacts in several fields and in particular in the fields mentioned above;

b. Professional knowledge:

Essential:

- Good understanding of the global trends and threats of serious international crime and terrorism as well as current and potential future crime fighting tools;
- Good understanding of the EU legal framework in general and EU internal security architecture in particular;
- Good knowledge of organisational methods and practices to translate strategy into practice;
- Good knowledge of international Law Enforcement cooperation.

c. Managerial skills and competencies

- Managing – developing and implementing work processes; drawing up and managing budgets; introducing improvements and supervising change in work methods;
- Steering – ensuring the achievement of set objectives by efficiently managing time, human, material and financial resources;
- Integrating – integrating and linking relevant data, understanding the critical issues, formulating alternatives and reaching correct conclusions;
- Motivating – achieving high team performance by entrusting the right people with right responsibilities, recognising their efforts and adjusting own management style as necessary;
- Guiding people – giving clear guidance, monitoring progress and taking corrective measures in order to achieve the set objectives in accordance with the available means;
- Influencing – persuading others by making good impression, using convincing arguments, creating win-win situations and adapting to the audience in order to reach the goals;
- Coping – controlling one's emotions and responding in a constructive way to stressful situations, when facing obstacles, opposition and criticism;
- Managing diversity – showing awareness of all dimensions of diversity; creating an inclusive and respectful working environment that values diversity and accommodates different working styles and contributions of the team; proactively addressing sensitive diversity related issues

d. Technical skills and competencies:

Essential:

- Excellent communication skills in English, both orally and in writing;
- Excellent analytical, organisational and decision-making skills including the ability to establish clear priorities;

- Ability to manage projects and familiarity with project management terminology and methodology;
- Competent user of Microsoft Office applications (MS Word, Excel, PowerPoint and Outlook) and the internet;
- Good presentation skills.

e. Social skills and competencies:

Essential:

- Excellent interpersonal skills with ability to develop and maintain effective working relationships with a wide range of internal and external stakeholders and to understand organisational dynamics;
- Ability to manage a diverse team including the ability to motivate staff, effectively plan and monitor the work of other staff members, provide guidance and set direction;
- Ability to work effectively in an international and multi-cultural environment;
- Ability to display initiative, flexibility and a drive for improvement.

5. Selection procedure⁴

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 **restricted posts** the Selection Committee may also include up to two additional members designated by the Contracting Authority on a proposal from the Management Board. The additional member(s) will be either a representative from the Presidency or a representative from the Presidency and one from another Member State.

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 10 highest scoring candidates (short-listed) per field of expertise as per section 4.2 above. All candidates with comparable expertise per field and having a score equal to the 10th highest scoring candidates 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 assessment centre 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.

⁴ Detailed information on the selection procedure, including the appeal procedure is available in the Europol Recruitment Guidelines, on Europol's website.

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

Scale: AD9

The basic monthly salary is EUR **7 357, 45** (step 1) or EUR **7 666, 63** (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: **SECRET UE/EU SECRET**

7.3 Contract of employment

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The successful candidate will be recruited as **Temporary Agent AD9** pursuant to Article 2 (f) of CEOS, for a period of 5 years⁵. 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 EC Staff Regulations which are available on Europol's website.

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 bases for the processing of personal data are the Staff Regulations of Officials and the Conditions of Employment of Other Servants of the European Communities (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 Business Manager of the Human Resources 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).

9. Additional information

9.1 Main dates

Deadline for application: 30 May 2016

Recruitment procedure: July 2016

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.

⁵ For the internal candidates the duration of the current contract will be taken into account in the total duration of the contract.

9.3 Contact Details

For further details on the application process please call +31 (0) 70 353 1583 or +31 (0) 70 353 1467.