



VACANCY NOTICE

Name of the post: Facilities Officer with the Facilities Team of Europol (C58) - Temporary Agent, AST4

Reporting to: Senior Specialist Facilities

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 the main purpose of the post

The Facilities team guarantees the availability and continuation of a number of facility services and products so the business can achieve its strategic objectives. It concerns building management, logistical management of the non-ICT devices, travel management and conference management. The team consists of the following back-offices: finance & planning, housing & real estate, conference and travel.

Within the team, the strategic, tactical and operational activities in respect of the execution of facility management are represented. The strategic and tactical activities are mainly related to planning, quality management, contract management, demand management and stakeholder management. For the operational execution, a number of hard- and soft service contracts are in place.

Under the supervision of the Senior Specialist Facilities, the post holder will be mainly responsible for the day-to-day management of back-office for housing & real estate services, which concerns building management (maintenance services, consumables, space management, move services, cleaning services) and logistical management of non-ICT devices (e.g. furniture & decoration, audio-visual equipment).

3. Tasks and responsibilities

Under the supervision of the Senior Specialist Facilities, the successful candidate will have to carry out the following main duties:

- To develop, implement and maintain a wide scope of housing & real estate services and the overall responsibility to assure the business continuity of the building and infrastructure;
- To manage the facilities back office housing & real estate services, in particular:
 - To plan, order and control a wide scope of housing & real estate products and services;
 - To provide tactical and operational coordination to ensure seamless and smooth running exploitation of the housing & real estate services and products;
 - To identify the business needs and availability of the required products and services related to housing & real estate;
 - To advise the business users on the available services and/or required prerequisites;
 - To optimise the key processes to gain efficiency and effectiveness in regards to the usage of the involved resources;
 - To manage and report regularly and timely on the implementation of the involved budget, ordering, invoicing and payment processes;
 - To manage and report regularly and timely on trends and statistics;
 - To conduct benchmark studies on housing & real estate programs and trends in order to determine best practice and cost awareness;
 - To liaise and work closely together with the colleagues of the other facilities back-offices and the main internal customers as ICT and Security;
- To develop, implement and maintain service level agreements and policies in the area of housing & real estate in line with the applicable quality control standards and legal requirements;
- To be responsible for the daily contract management of the contracts related to housing & real estate:

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- To take care of service delivery management and to ensure that the services are being delivered as agreed to the required level of financial resources, performance and quality;
- To take care of relationship management to establish the relationships between the service providers in an open and constructive manner, aiming to resolve or ease tensions and identify issues in an early stage;
- To be responsible for the contract administration to handle the formal governance of the contracts and changes to the contract documentation;
- To develop, implement and maintain new programmes of requirements in the field of housing & real estate and act as member of evaluation boards during the procurement processes;
- To manage and monitor the portfolio of agreements with the Host State required for the usage, exploitation and business continuity of the building and parking;
- To manage and monitor the portfolio of licences required for the exploitation of the building and ensure that the licenses are kept up-to-date. Monitor the implementation of the licenses and provide corrective measures if needed;
- To perform any other tasks in the area of competence as requested by the line 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 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 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 diploma³;

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) CEOS

³ When the official duration of the post-secondary education is **less than 3 years**, the difference shall be deducted from the professional experience in accordance with this table.

Duration of the education	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 and up to 3 years	1 year

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OR

- A level of secondary education attested by a diploma giving access to post-secondary education and relevant professional experience of at least three years.
- In addition to the above, have at least **6** years of professional work experience gained in following the award of the diploma.

4.2 Selection criteria:

a. Professional experience:

Essential:

- At least 6 years demonstrable working experience in the field of facility management or real estate management especially on tactical and operational level;
- Experience in managing a wide scope and complex high value service contracts in the field of facility management and/or real estate management;

Desirable:

- Experience in developing, implementing programme of requirements, agreements and policies in the field of facility management, housing & real estate management;
- Experience in Environmental Management Audit Scheme (EMAS);
- Experience in ISO 9001 quality standards;
- Experience in working in an international multidisciplinary environment.

b. Professional knowledge:

Essential:

- Professional knowledge in the area of higher facility management and/or real estate management and/ or business management;
- Professional knowledge of contract management;

Desirable:

- Qualification in Facility Management Information Systems (FMIS) and/or Maintenance Systems.

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;
- Confident user of Microsoft Applications (MS Word, Excel, Outlook, PowerPoint);
- Commercial awareness and the ability to read and understand

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contract documentation;

- High level of customer orientation and a service-oriented approach;
- Excellent organisational skills including the ability to plan, manage and prioritise workload to meet tight deadlines;
- Keen eye for detail with the ability to maintain standards of accuracy under pressure of tight deadlines.

d. Social skills and competencies:

Essential:

- Ability to function both as an independent professional as well as a member of a team;
- Empathic ability;
- Excellent interpersonal skills;
- Good negotiation skills as well as the ability to deal with sensitive and confidential issues;
- Ability to co-operate with colleagues from different cultural backgrounds while displaying a high degree of integrity all times;
- High level of initiative, flexibility and creativity.

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 **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 5th 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

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

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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

Scale: AST4

The basic monthly salary is EUR **3.968,06** (step 1) or EUR **4.134,80** (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.

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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 AD X pursuant to Article 2 (f) of CEOS, for a period of 5 years⁵ (full-time – 40 hours a week).

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.

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: 20 April 2016

⁵ 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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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 1298.