



JOB DESCRIPTION

Name of the post: **Office Assistant - Facilities with the ICT Infrastructure and Facilities Unit (C1) – Contract Agent FGII**

Reporting to: **Senior Specialist – Facilities with the ICT Infrastructure and Facilities Unit (C1)**
Head of the ICT Infrastructure and Facilities Unit (C1)

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.

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

2. Purpose of the post

The Facilities team guarantees the availability and continuation of the requested facility services and products so the business can achieve its strategic objectives. 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.

The successful candidate will be mainly responsible for the financial support related to the service contracts, in strong cooperation with the other team members. Furthermore the successful candidate will perform any other administrative duties in the line with the facility management support.

3. Tasks and responsibilities

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

- Act as a financial actor (Operational Initiating Agent) in the budgeting, purchasing and invoicing process;
- Initiate financial commitments and invoices in a financial system (for Europol the ABAC system);
- Monitor requests for reimbursements and provide feedback on the status;
- Assist in monitoring the budget implementation by identifying the availability of appropriations within a budget year;
- Produce reports and other documentation needed for the supervision of the budget implementation;
- Verify if costs, amounts and products/services types are in line with the relevant contract, budget commitment and purchase order;
- Follow up timely approval of invoices by the financial support team;
- Contact suppliers in case of financial issues and solve this in line with the financial regulations of Europol;
- Assist with the preparation of meetings and follow-up including preparation of documents, archiving files and taking minutes related to the area of work;
- Keep the diary of the Unit up to date and schedule various internal and external meetings;
- Manage common mailboxes, handle incoming and outgoing internal and external mail and handle incoming telephone calls;
- Perform any other tasks in the area of competence as assigned by 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 the 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

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

Table 1:

Duration of 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	1 year

OR

A level of secondary education attested by a diploma giving access to post-secondary education and relevant professional experience of at least 3 years. The secondary education diploma giving access to post secondary education may be replaced by a certificate of adequate professional training of not less than 3 years on condition that there was no similar professional training giving access to higher education at the time it was issued;

OR

Successful completion of intermediate education plus 2 years relevant supplementary specialised training plus 5 years appropriate professional experience.

- **In addition** to the above at least **2** years of relevant professional work experience gained after the award of the diploma.

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 education is **less than 3 years** the difference shall be deducted from professional experience in accordance with Table 1

4.2 Selection criteria:

a. Professional experience:

Essential:

- Experience in the broad field of administrative support;
- Experience in working with document management systems (DMS);
- Experience in managing confidential information.

Desirable:

- Experience in working in an international multidisciplinary environment;
- Experience in working with financial data;

b. Professional knowledge:

Essential:

- Familiarity with office automation techniques and products in general and Microsoft Office applications in particular (Word, Excel, and Outlook);
- Knowledge of MS Visio.

Desirable:

- Knowledge of the financial management system of the European Commission (ABAC);
- Knowledge of the principles of sound financial management.

c. Technical skills and competencies:

Essential:

- Keen eye for detail with the ability to maintain standards of accuracy;
- Excellent organisational skills including the ability to plan own work load, exercise initiative and work independently;
- Excellent communication skills in English, both verbally and in writing.

d. Social skills and competencies:

Essential:

- Be flexible and adaptable to different activities in the scope of the responsibilities;
- Tact, discretion with a polite and customer focused approach;
- Ability to communicate information effectively both verbally and in writing to a wide range of internal and external stakeholders;

Europol Public Information

- 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 **II**, grade **4** (EUR **1.919,18**) or grade **5** (EUR **2.171,49**), 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
4	Up to 7 years
5	More than 7 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.

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 II** 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 **5** 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 Other Servants of the European Union (Title III Chapter 1) and their implementing rules.

Europol Public Information

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:	25 November 2011
Recruitment procedure:	December 2011
Starting date of employment:	01 January 2012

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 1628 or +31 (0) 70 302 5298.
