



The Hague, 28 October 2011  
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## JOB DESCRIPTION

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**Name of the post:** Facility Management Officer with the ICT Infrastructure and Facilities Unit (C1) – Contract Agent (FGIII)

**Reporting to:** Senior Specialist - Facilities of 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).<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).

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

## **2. Purpose of the post**

Facility Management within the organisation is currently dynamically developing. 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 play an essential role in the further development and implementation of the Facility Management Strategy. Under the supervision of the Senior Specialist – Facilities of the C1 Unit s/he will be mainly responsible for the quality and performance management of the service contracts related to facility management. This will include relationship management, service delivery management, improvement management and an advisory role in the contract administration. The planning of and involvement in the procurement of new and existing products and services will form an important part of the daily activities. Furthermore the successful candidate will, together with the Senior Specialist - Facilities provide guidance and recommendations towards the Facilities team on the approach of tasks, activities and performance.

## **3. Tasks and responsibilities**

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

- Implement and monitor contracts and service level agreements in the area of facility management in line with applicable policies, control standards and legal requirements;
- Develop and implement an adequate system of quality and performance management in respect of facility contracts;
- Contribute to a uniform facility contract administration system;
- Identify, administer and implement the improvement of running facility contracts;
- Report regularly and timely on the performance of facility contracts, the quality of services and the implementation of the relevant budget;
- Investigate, monitor and respond to complaints and enquiries on all aspects of facility related contracts;
- Build and maintain a steady relationship with the contracted parties (mainly Dutch);
- Ensure an up to date communication towards internal and external stakeholders;
- Draft the tender requirements considering the lessons learned, i.e. benchmarking and implementation of existing facility contracts;

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- Act as member of evaluation boards for tender procedures in respect of facility contracts;
- Support the Senior Specialist - Facilities in developing and implementing the Facility Management strategy;
- Assist the Senior Specialist - Facilities in managing risks related to Facility Management;
- Support the Senior Specialist - Facilities in creating strategic and planning documentation in the form of reports, policies, (procurement) plans, budgets, processes, etc. and monitor the implementation;
- Act as a financial actor (Operational Verifying Agent) in the budget commitment and invoicing processes;
- 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;<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 post-secondary education attested by a diploma<sup>3</sup>;

**OR**

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

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

<sup>3</sup> 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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More than 1 year and up to 2 years	2 years
More than 2 years	1 year

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

### 4.2 Selection criteria:

#### a. Professional experience:

##### Essential:

- Experience in the field of Facility Management, Contract Management, Real Estate Management or equivalent;
- Experience in the procurement of facility related services and products;
- Experience in drafting the programme of requirements of facility related services and products;
- Experience in managing confidential information;
- Experience in working in an international multidisciplinary environment.

##### Desirable:

- Experience in working as member of a project team and understanding of project governance;
- Experience in working with Document Management Systems (DMS).

#### b. Professional knowledge:

##### Essential:

- Knowledge of Facility Management, Contract Management, Real Estate Management or equivalent;
- Knowledge of MS Project and MS Visio.

##### Desirable:

- Knowledge of a process management methodology;
- An education specifically in the area of facility management;
- Knowledge of an industry defined project management methodology (such as PRINCE2);
- Knowledge of the financial management system of the European Commission (ABAC).

**c. Technical skills and competencies:**

**Essential:**

- Proficient user of Microsoft Office applications (MS Word, Excel, Outlook, PowerPoint);
- Excellent communication skills in English, both verbally and in writing;
- Commercial awareness and the ability to understand contract documentation;
- Excellent organisational skills including the ability to plan own work load, exercise initiative and work independently;
- Keen eye for detail with the ability to maintain standards of accuracy under pressure of tight deadlines.

**Desirable:**

- Familiarity with handling architectural drawings;
- Fluency in Dutch (written and spoken).

**d. Social skills and competencies:**

**Essential:**

- Excellent interpersonal skills with the ability to develop and maintain effective working relationships with a wide range of internal and external stakeholders;
- Ability to work well under pressure, both independently and in a team;
- High level of flexibility and willingness to take on different responsibilities.

**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

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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

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.

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.

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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 **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](http://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.

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](http://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](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) 70 302 5298 or +31 (0) 70 353 1628.