

**NON-RESTRICTED / CONTRACT TYPE: CONTRACT AGENT**

# Agent – Office Support (FGII)

Europol/2023/CA/FGII/128, Deadline: 02 Jun 2023, 23:59 CEST, Department: All Units

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## ORGANISATIONAL CONTEXT

*This selection procedure is intended to establish a reserve list of successful candidates, which may also be used to fill posts funded by external assigned revenue (e.g. EU grant funding). It is envisaged to start using the reserve list in Q2/Q3 of 2023.*

*Europol retains the right to make use of the reserve list to select candidates for similar posts within the organisation, should business needs require so.*

### **Organisational setting:**

The post of Agent – Office Support may be located in all areas of Europol.

If it is in the interest of the service, post holders may be transferred to another Unit/Department within Europol to perform functions and duties comparable to those outlined in the vacancy notice and in line with skills and competencies.

### **Purpose of the post:**

The incumbent will provide general secretarial and office support tasks across Europol.

This role may also be performed in the framework of projects funded by external assigned revenue.

### **Reporting lines:**

The incumbent will report to a (Senior) Specialist and/or Head of Unit/Department.

## FUNCTIONS AND DUTIES

The incumbent carries out the following main functions and duties:

- Perform general secretarial and office support tasks;
- Keep track of pending files and monitor outstanding tasks, deadlines and requests;
- Assist with the preparation of meetings and follow-up including preparation of documents, archiving files and taking minutes related to the area of work;
- Manage common mailboxes, handle incoming and outgoing internal and external mail and handle telephone calls;
- Assist in drafting memos and other correspondence, register correspondence in the electronic document management system and archive documents;
- Keep the diary of the Unit/Department up to date and schedule various internal and external

meetings;

- Perform any other duties in the area of competence as assigned by line management.

The functions and duties may also be associated with a project funded by external assigned revenue. In the case of a project funded by external assigned revenue, the duties would be of a limited duration in time.

## REQUIREMENTS - ELIGIBILITY AND SELECTION CRITERIA

### 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 (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) of the Conditions of Employment of Other Servants of the European Union (CEOS);
- 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. When the official duration of the post-secondary education is less than 3 years, the difference shall be deducted from the professional experience as indicated below:

<b>Duration of professional training</b>	<b>Professional experience</b>
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

- Have a level of secondary education attested by a diploma giving access to post-secondary education and relevant professional experience of at least 3 years.

### SELECTION CRITERIA

#### a. Professional experience

##### Essential:

- Recent secretarial and/or practical office support experience;

- Recent experience in drafting secretarial correspondence in English;
- Diary management experience;
- Experience using office support software (spreadsheets, email, word processing, presentations);
- Experience organizing meetings.

**Desirable:**

- Experience working in an international environment;
- Experience preparing and organising business travel;
- Experience working with document management systems.

**b. Professional knowledge****Essential:**

- Ability to perform general office support activities;
- Ability to draft documentation in English;
- Ability to handle confidential information.

**c. General competencies****Essential:***Communicating:*

- Very good communication skills in English, both orally and in writing.

*Analysing & problem solving:*

- Keen eye for detail with the ability to maintain standards of accuracy under pressure of tight deadlines;
- Competent user of Microsoft Office applications (MS Word, Excel, PowerPoint and Outlook) and the internet.

*Delivering quality and results:*

- High degree of commitment and flexibility;
- High level of customer and service-orientation.

*Prioritising and organising:*

- Good administrative and organisational skills.

*Resilience:*

- Ability to work well under pressure, both independently and in a team;
- Good interpersonal skills, including the ability to effectively liaise with other departments, groups and teams as well as with external partners.

*Living diversity:*

- Ability to work effectively in an international and multi-cultural environment.

## SELECTION PROCEDURE

All applications for Contract Agent posts must be submitted through the online recruitment system accessible via Europol's [website](#).

The Authority Authorised to Conclude Contracts of Employment (AACC) sets up a Selection Committee, composed of at least three members, consisting of one chair and at least one member from the Administration of Europol and one member designated by the Staff Committee.

The selection criteria, set out in this Vacancy Notice, will be assessed by the Selection Committee throughout the different stages of the selection procedure. Before the start of the selection procedure, the Selection Committee will decide which selection criteria will be used at each stage of the selection procedure. Certain selection criteria will be assessed only for shortlisted candidates during a written test and/or a competency-based interview.

The Selection Committee will assess the applications received in order to make an initial selection of those candidates meeting all eligibility criteria and matching best the selection criteria (suitability).

The minimum pass-mark for being shortlisted, i.e. invited to participate in a post-related selection procedure, consisting of a written test and a competency-based interview, is established as 60% of the total maximum score.

The Selection Committee will shortlist the **30** highest scoring candidates. All candidates having a score equal to the **30th** highest scoring candidate will be invited to take part in the first stage of the selection procedure (written test). At shortlisting stage, the Selection Committee will also establish the pass-mark for the selection procedure.

The Selection Committee will assess the written test against the selection criteria. Those candidates who do not reach the pass-mark for the test will be informed that they do not qualify to participate in the interview. All candidates who reach the pass-mark for the test will be invited to the second stage of the selection procedure (interview).

It is intended for the selection procedure to be conducted remotely. Should the Selection Committee consider it necessary to conduct the selection procedure on-site at Europol, either in part or in full, in the interest of the proceedings, and subject to budget availability, the candidates invited to participate in the selection procedure will be informed accordingly.

After the selection procedure has taken place, the Selection Committee will establish a list of successful candidates, i.e. those scoring above the pre-defined pass-mark, which is shared with the AACC, for establishment of a Reserve list. A Reserve list is valid for 24 months.

Candidates who participated in the interview will be informed of the outcome, i.e. whether they have been successful or not.

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 related to a selection procedure should be addressed to the Europol HR Operational Support Team at the following email address: [C2-12@europol.europa.eu](mailto:C2-12@europol.europa.eu). Detailed information on the selection procedure- including enquiries, measures of redress and their applicable deadlines is available in the Europol Recruitment Guidelines, which can be found on Europol's [website](#).

## COMPENSATION, TERMS AND CONDITIONS

### COMPENSATION AND BENEFITS

The AACC shall classify contract staff in their function group taking into consideration their qualifications and professional experience at the time of entry into service.

#### FGII:

The recruited successful candidate will be engaged in Function Group **FGII, grade 4 (EUR 2,365.82)** or **grade 5 (EUR 2,676.85)**, subject to years of professional experience.

#### Grade Qualifications and professional experience

4	Less than 5 years
5	5 years or more

Staff pay EU tax at source but salaries are exempt from national taxes. Compulsory deductions are made for medical insurance, pension and unemployment insurance.

Subject to the applicable conditions being met, as defined in the EU Staff Regulations (EUSR)/CEOS and further specified in the case law of the Court of Justice of the European Union, allowances such as expatriation allowance (16% of basic gross salary) or foreign residence allowance (4% of basic gross salary), household allowance, dependent child and / or education allowance may be granted.

Staff enjoy worldwide insurance coverage by the Joint Sickness Insurance Scheme (JSIS) and are insured against sickness, the risk of occupational disease and accident.

Europol offers flexible working arrangements, a comprehensive provision for annual leave as well as parental leave supporting a healthy work-life balance.

#### Indicative net salary sample calculation:

- Staff member (single) in receipt of expatriation allowance (16%): grade 4 EUR 2,961.56, grade 5 EUR 3,259.67;
- Staff member with two dependent children in their custody in receipt of expatriation allowance (16%): grade 4 EUR 4,252.98, grade 5 EUR 4,548.67.

The above information is indicative and for information purposes only. It is merely meant to give an indication of your possible net salary in light of the currently applicable amounts of the related allowances and the level of taxation. It has no legal value and no rights can be derived from it.

The information is based on figures applicable as of **July 2022**.

## TERMS AND CONDITIONS

### Contract of employment

The successful candidate will be recruited as Contract Agent FG II pursuant to Article 3(a) of the CEOS.

#### Contract linked to duties not funded by external assigned revenue (e.g. EU grant funding).

The initial contract will be concluded for a fixed period of 4 years (full-time – 40 hours a week). The contract may be renewed, in principle, for a fixed period of 2 years. Any further renewal shall be for an indefinite duration.

#### Contract linked to duties of limited duration in time, funded by external assigned revenue (e.g. EU grant funding).

The initial contract will be concluded for a fixed period of between 13 months and 4 years (full-time – 40 hours a week, unless otherwise specified), depending on the requirements and duration of the post funded by external assigned revenue. The contract may be further renewed for another fixed period and, subsequently, for an indefinite duration, subject to the interest of the service and the availability of external assigned revenue. The end of such funding constitutes a valid ground for non-renewal or termination of the contract.

In case of successive contracts under Article 3a) of the CEOS, the duration of the contract offered will be set in accordance with the provisions of the Decision of the Management Board of Europol of 4 October 2019 governing the conditions of employment of contract staff employed under the terms of Article 3a) thereof.

### Conditions of engagement

Before the employment contract is concluded by Europol, the successful candidate will have to:

- declare any conflict of interest;
- undergo a pre-employment medical examination to confirm that he/she is physically fit to perform the duties pertaining to the post or, alternatively, receive the confirmation from Europol that he/she fulfils the conditions laid down in the Decision of the Deputy Executive Director of the Capabilities Directorate on the pre-employment medical examination available on Europol's [website](#).

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

### Probation period

Engagement for this post is subject to the successful completion of a probationary period of 9 months.

In case of successive contracts under Article 3a) of the CEOS, a candidate may be exempt from the requirement to serve another probationary period in accordance with the provisions of the Decision of the Management Board of Europol of 4 October 2019 governing the conditions of employment of contract staff employed under the terms of Article 3a) thereof.

Europol reserves the right to terminate the contract of employment during or at the end of the probation period in accordance with Article 84 the CEOS.

### **Security screening and certificate of good conduct**

Candidates who have been recruited to a post at Europol are required to furnish a valid certificate of good conduct before the start of their employment. The certificate of good conduct must be provided to Europol prior to the signature of the employment contract. The certificate of good conduct must be issued by the relevant authorities of the country of nationality of the candidate and must not be older than three months at the time of submission to Europol. Europol reserves the right not to proceed with the signature of the contract based on the content of the certificate or if the candidate fails to provide the certificate to Europol.

The certificate of good conduct does not substitute a valid security clearance required for all Europol staff at the level indicated in the vacancy notice. Failure to obtain the requisite security clearance before the expiration of the probationary period may be cause for termination of the employment contract.

Candidates who currently hold a valid security clearance at the level indicated in the vacancy notice or above do not need to obtain a certificate of good conduct or a new security clearance and must provide a copy of the current security clearance certificate to Europol prior to the signature of the employment contract. Europol shall verify and confirm the continued validity of the security clearance. In case Europol determines that the security clearance is not valid, the candidate will be required to provide a valid certificate of good conduct prior to the signature of the employment contract. Europol may at any time terminate the employment contract if the result of the security screening is not positive and the necessary clearance level is not granted or extended.

The requested level of security clearance for this post is: **CONFIDENTIAL UE/EU  
CONFIDENTIAL**

For further information on terms and conditions, please consult the EUSR/CEOS available on Europol's [website](#).

## **ADDITIONAL INFORMATION**

### **Equal opportunity**

Europol is an equal opportunity employer. Europol accepts applications without distinction on grounds of gender, sexual orientation, national, ethnic or social origin, religion or beliefs, family situation, age, disability, or other non-merit factors. All employment decisions are based on business needs, job requirements and qualifications, experience and skills.

Europol lives diversity and provides an inclusive work environment to all. Europol strives to recruit, develop and retain a diverse and talented workforce through application of equal opportunity and impartiality.

## Privacy Notice

Regulation (EU) 2018/1725 of the European Parliament and of the Council of 23 October 2018 on the protection of natural persons with regard to the processing of personal data by the Union institutions, bodies, offices and agencies and on the free movement of such data, and repealing Regulation (EC) No 45/2001 and Decision No 1247/2002/EC, applies to the processing of personal data carried out in the process of selection and recruitment of staff at Europol, following the application of this Regulation to all administrative personal data held by Europol in accordance with Article 46 of the Europol Regulation.

For additional information, please consult the applicable privacy notice inserted in the EUROPOL RECRUITMENT GUIDELINES available on Europol's [website](#).

## Statutory obligations upon leaving the service

Pursuant to Article 16 of the EUSR, EU officials and, by analogy, contract agents continue to be bound by the duty to behave with integrity and discretion as regards the acceptance of certain appointments or benefits after leaving the service. Those staff members intending to engage in an occupational activity within two years of leaving the service shall inform their institution, so that it may take an appropriate decision in that respect. In cases where the intended activity is related to the work carried out by the staff member during the last three years of service and could lead to a conflict with the legitimate interests of the institution, the decision to be taken may include forbidding the staff member from undertaking it or giving its approval subject to any conditions it thinks fit.

## Main dates

Publication date: **05 May 2023**

Deadline for application: **02 June 2023, 23:59 Amsterdam Time Zone**

Selection procedure: **July/August 2023**

## Application process and selection procedure

For further details on the application process and the selection procedure, please consult our [FAQs](#) or refer to the EUROPOL RECRUITMENT GUIDELINES available on Europol's [website](#).

## Contact details

In case of further questions please call +31 (0) +31 (0)70 353 1146 or +31 (0)70 353 1981.