



Publication of Vacancy Notice
“Operational Support Officer”
Ref.: CA-ASYMIG-FGIIII-2017

JOB PROFILE

1. Job Framework

Job Title:	Operational Support Officer
Job Location:	Vienna or Athens, European Union Agency for Fundamental Rights (FRA), Freedoms and Justice Department
Area of activity:	Asylum, Migration and Borders
Function Group:	FG III
Status:	Contract Agent, short - term

2. Job Content

Overall purpose:

The mission of the Freedoms and Justice Department is to provide research and technical expertise in the following fields, which are represented by three Sectors in the Department: (1) asylum, immigration and integration of migrants, as well as visa and border control; (2) information society and, in particular, respect for private life and protection of personal data; and (3) access to efficient and independent justice. In addition, the department hosts the Agency’s statistics and surveys Sector, which is responsible for the large-scale surveys and statistical analysis undertaken by the Agency.

In order to report on the situation in the European Union regarding fundamental rights, the Agency undertakes both legal and social research through its two research departments – Freedoms and Justice, and Equality and Citizens’ Rights. Both departments undertake primary research consisting of data collection and information gathering, as well as analyses of available secondary sources. The research outputs from the Agency provide an insight into the situation of fundamental rights in the EU’s Member States, and offer conclusions and opinions in consideration of these findings.

Increasingly, the Agency – particularly through the work of the Asylum, Migration and Borders Sector – is becoming engaged in capacity building work on the ground in selected Member States. This involves close cooperation with the administration in the country concerned, a strong working relationship with other EU Agencies that are present in the Member State, and regular communication with the European Commission’s services. To date, the Agency’s presence has been focused on Greece, and to a lesser extent Italy, but may focus on other Member States if there is a corresponding need.

The Freedoms and Justice Department is composed of four sectors:

- Asylum, Migration and Borders
- Information Society, Privacy and Data Protection
- Access to Justice
- Statistics and Surveys

**Functions and Duties:**

The job holder will work in the Freedoms and Justice Department under the supervision of the Head of Department and the Head of Sector for 'Asylum, Migration and Borders'.

He/she will mainly support the implementation of the Agency's work as it is described in FRA's Programming Document 2017-2019; that is: providing fundamental rights expertise to address operational challenges with the aim of supporting EU actors on the ground with applicable fundamental rights expertise calibrated to the practical challenges resulting from the current asylum and migration situation.

The job holder will carry out support activities for FRA's capacity building work and temporary deployments to Greece and Italy. He/she will work in EU Member States most affected by asylum and migration challenges, with a focus on Greece. More specifically, the responsibilities of the successful candidate will be to:

- Accompany FRA staff to initial reception facilities and other relevant locations hosting migrants and asylum applicants, and in particular to the hotspots in Greece and Italy;
- Facilitate communication with national stakeholders for FRA staff on mission who do not speak Greek;
- Review domestic legal texts and other relevant documents in the Greek language and provide summaries to FRA staff;
- Accompany FRA staff to meetings, prepare meeting documents and take notes;
- Provide operational and logistical support to FRA staff on mission to Greece and Italy, including arranging travel, agendas, etc.;
- Draft reports on FRA findings from the fieldwork and compile tables, text boxes or figures to illustrate these;
- Carry out any other tasks assigned by the Head of Department or the Head of Sector.

JOB REQUIREMENTS**3. Qualifications and experience required****A. Eligibility criteria**

Candidates will be considered for the selection phase on the basis of the following criteria **to be fulfilled by the deadline for applications**:

- (a) A post-secondary education attested by a diploma,

OR

A secondary education attested by a diploma giving access to post-secondary education and appropriate professional experience of three years;

Only diplomas and certificates that have been awarded in EU Member States or that are the subject of equivalence certificates issued by authorities in the said Member States, before the deadline for application, shall be taken into consideration.



- (b) Thorough knowledge of one of the official languages of the European Union and a satisfactory knowledge of another of the EU official languages;

Furthermore, in order to be eligible candidates must:

- Be a citizen of one of the Member States of the European Union;
- Be entitled to his/her full rights as a citizen¹;
- Have fulfilled any obligations imposed on them by the laws on military service;
- Be physically fit to perform the duties linked to the post²;

B. Selection criteria

Candidates selected on the basis of the above eligibility criteria will then be evaluated according to the following selection criteria, which must be clearly specified in the applicant's Europass CV.

Essential

- Three years of experience in the specific areas outlined under "2. Job Content – Functions and Duties";
- Ability to work in the field, which should be substantiated by periods of study, research or work in facilities hosting asylum seekers or migrants;
- Knowledge of core fundamental rights as they relate to the EU asylum and migration policies;
- Knowledge of the mandate and role of main actors (EU, international, national) operating in the hotspots
- Excellent knowledge of Greek language (oral and written);
- Excellent written English to the standard required for drafting reports in a clear and fluent manner;
- Good knowledge of the Italian language;

Advantageous

The following characteristics will be considered as additional assets:

- A degree in law
- Proven experience in multi-disciplinary research teams;
- Experience in translating legal documents;
- Work experience (also pro bono) with human rights NGOs

¹ Prior to appointment, successful applicants will be required to produce an official document showing that they do not have any criminal record.

² Before being engaged, a member of the contract staff shall be medically examined in order that the Agency may be satisfied that he/she fulfils the requirements of Article 83 of the Conditions of Employment of Other Servants of the European Communities.

SUBMISSION OF APPLICATIONS

Candidates are requested to submit their application electronically through the Agency's website: www.fra.europa.eu.

Only online applications will be accepted.

An application will be deemed admissible only if it includes:

- a **CV in Europass format** (other formats will not be considered);
- a **motivation letter** (preferably no more than one page);
- a fully filled in **eligibility and selection criteria grid**.

Information concerning the status of the selection procedure can be found at the following address: <http://fra.europa.eu/en/about-fra/recruitment/vacancies>

In case you experience technical problems during your application please contact, within the above mentioned deadline, the e-mail address below providing an explanation of the issue: recruitment@fra.europa.eu.

DEADLINE

Applications must be sent no later than **19/09/2017 at 13:00** (Vienna Local time).

Please note that due to the large number of applications we receive, the system may face problems in processing such amounts of data when reaching the deadline for submission of applications. We therefore advise to apply well ahead of the deadline.

EQUAL OPPORTUNITIES

The FRA urges anyone meeting the eligibility criteria and interested in the position to apply. The FRA is an equal opportunities employer and ensures that its recruitment procedures do not discriminate on the basis of gender, colour, racial, ethnic or social origin, genetic features, language, religion or belief, political or any other opinion, membership of a national minority, property, birth, disability, age or sexual orientation, or any other status.

In case of a disability or if candidates find themselves in a particular situation which could cause difficulties during the interviews and tests, they should tick the appropriate box in the on-line application form and indicate which arrangements they consider necessary to enable them to take part in the interviews and tests.

The FRA encourages candidates with disabilities to apply. If you consider yourself to have a physical, mental, intellectual or sensory disability, please tick the appropriate box on the on-line application form and indicate any adjustments or arrangements, relating to your disability, so FRA can ensure your full and equal participation in the interview and tests.

SELECTION PROCEDURE

A Selection Committee is nominated by the Appointing Authority of the FRA.

Eligibility of candidates will be assessed according to compliance with all formal requirements by the closing date for the submission of applications (please see 3.A. Eligibility criteria).



Only the applications of eligible candidates will be evaluated in accordance with the selection criteria as specified in the publication notice (see point 3.B). The selection Committee will select the candidates that obtain at least 60% of the total points available to rank their compliance with the selection requirements. The Agency will invite for an interview the top 8 candidates among those who have obtained at least 60%. The interview will mainly be held in English and the candidates will undergo a written test in English. The interview will take place in Vienna (Austria), where the Agency has its seat.

Candidates invited to an interview will be requested to submit, on the day of the interview, a non-certified copy of their diploma(s) and evidence of their professional experience, clearly indicating the length and nature of their experience and whether full time or part time work. Prior to contract signature, the successful candidate/s will be requested to provide FRA with original or certified copies of all relevant documents proving the eligibility requirements.

Successful candidates will be included on a reserve list drawn up by the Selection Committee. This reserve list will be proposed to the Appointing Authority of the FRA. The Appointing Authority will decide on the establishment on the reserve list. This reserve list will be valid for 12 months from the date of its establishment (the validity of the reserve list may be extended). The reserve list may be used for future recruitment, should vacancies arise. Each candidate will be informed by letter whether or not he/she has been placed on the reserve list. Candidates should note that inclusion on a reserve list does not guarantee recruitment.

On the basis of the adopted reserve list, the Appointing Authority of the FRA may offer a contract of engagement.

Please note that the Selection Committee's work and deliberations are strictly confidential and that any contact with its members is strictly forbidden.

Due to the large volume of applications, the Agency regrets that only candidates selected for the interviews will be contacted. Applicants are invited to follow the recruitment process on the FRA website.

ENGAGEMENT AND CONDITIONS OF EMPLOYMENT

A contract will be offered as a member of the contract staff pursuant to Article 3(a) of the Conditions of Employment of Other Servants of the European Communities for a fixed period of 12 months. The contract may be renewed for an additional 12 months.

The successful candidate will be recruited in Function Group III. The grade (8, 9 or 10) will be determined in accordance with the number of years of experience of the successful candidate (i.e. professional experience of up to 7 years for grade 8; professional experience of more than 7 years for grade 9 and professional experience of more than 15 years for grade 10). The basic salary for grades 8, 9 and 10 are respectively €2,619.87, € 2,964.22 and € 3,353.83.

In addition to the basic salary, staff members may be entitled to various allowances, in particular a household allowance, expatriation allowance (16% of basic salary + household allowance), dependent child allowance and education allowance. The salary is subject to a Community tax deducted at source and it is exempt of national taxation.

FRA also offers a comprehensive **welfare package** including pension scheme, medical, accident and occupational disease insurance coverage, unemployment and invalidity allowance and travel insurance.

Moreover, FRA offers different opportunities of schooling services through service level agreements with international schools and pre-school establishments, and has introduced policies on teleworking and flexitime in its attempt to reconcile work and private life.

Under certain circumstances, in particular where staff members are obliged to change their place of residence in order to take up employment, the Agency may also reimburse various expenses incurred on recruitment, notably removal expenses.

Additional information on Contract Agents can be obtained from the web site of the European Commission at the following address:

http://ec.europa.eu/civil_service/index_en.htm

For any further information on the contractual and working conditions please refer to the Staff Regulations of Officials of the European Union and the Conditions of Employment of other Servants of the European Union which is accessible at the following address:

<http://eur-lex.europa.eu/LexUriServ/LexUriServ.do?uri=CONSLEG:1962R0031:20140101:EN:PDF>

DATA PROTECTION

Personal data shall be processed solely for the purpose of the selection procedure.

Please note that FRA will not return applications to candidates. The personal information FRA requests from candidates will be processed in line with Regulation (EC) N° 45/2001 of the European Parliament and of the Council of 18 December 2000 on the protection of individuals with regard to the processing of personal data by the Community institutions and bodies and on the free movement of such data. This applies in particular to the confidentiality and security of such data.

Should the candidate have any query concerning the processing of his/her personal data, he/she shall address them to the following address: recruitment@fra.europa.eu

For further information with regard to the processing of personal data, please see FRA's [Privacy Statement](#).

APPEAL PROCEDURES

If a candidate considers that he/she has been adversely affected by a particular decision, he/she can lodge a complaint under Article 90(2) of the Staff Regulations of Officials of the European Communities and Conditions of employment of other servants of the European Communities, at the following address:

The Director
European Union Agency for Fundamental Rights
Schwarzenbergplatz 11
A-1040 Vienna
Austria

The complaint must be lodged within 3 months. The time limit for initiating this type of procedure start to run from the time the completion of the selection procedure is published on the Web-site at the following link: <http://fra.europa.eu/en/about-fra/recruitment/vacancies>

If the complaint is rejected, the candidate has the right to submit a judicial appeal to the General Court.



Arrangements for judicial appeals are as follows:

Procedure: please consult the website of the General Court (<http://curia.europa.eu/jcms/>).

It is also possible to lodge a complaint to the European Ombudsman pursuant to Article 228(1) of the Treaty on the Functioning of the European Union and in accordance with the statute of the Ombudsman and the implementing provisions adopted by the Ombudsman. Before the Ombudsman can accept a complaint, it is necessary that the complaint is first addressed to the Agency. Any complaint to the Ombudsman must be made within two years of receiving the Agency's final position on the matter. (<http://www.ombudsman.europa.eu>).