

Publication of Vacancy Notice
Facilities Support Officer
Ref.: CA-FASO-FGIII-2016

JOB PROFILE

1. Job Framework

Job Title:	Facilities Support Officer
Job Location:	Vienna, European Union Agency for Fundamental Rights (FRA), Administration Department
Area of activity:	Administration
Function Group:	FG III
Status:	Contract Agent

2. Job Content

Overall purpose:

The Administration Department is responsible for supporting the operational work of the Agency enhancing its ability to function as a best practice, knowledge-based, lean and service-oriented public body.

The Administration Department is composed of the following sectors:

- Finance and Procurement
- Quality Management
- Planning
- ICT and Facilities Services

Functions and Duties:

The job holder will work in the ICT and Facilities Services sector within the Administration department, under the supervision of the Head of Sector ICT and Facilities. The responsibilities of the successful candidate will be to:

- Monitor the maintenance and repairs of the Agency's building, proactively scheduling the repair activities;
- Maintain an accurate record of maintenance activities;
- Assist in the maintenance of the security and fire alarm systems of the Agency's building;
- Provide infrastructure services, including maintenance operations and security;
- Monitor the building systems to ensure all aspects of the building systems are in working order;

- Liaise and coordinate with those responsible for building maintenance and repair;
- Work closely with the Security Officer to maintain a high level of security;
- Assist in the organization of in-house conference events and meetings;
- Assist in the organisation of logistic and reception services and management of stationary and consumables;
- Maintain the Agency's assets inventory management system;
- Assist in ensuring that building facilities are compliant with occupational safety and health regulations;
- Assist in the mail delivery and office supplies distribution;
- Establish and maintain effective working relationships with external and internal parties;
- Perform financial transactions respecting the financial regulations;
- Project execution;
- Perform any other duty requested by 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 diploma¹,

OR

a secondary education attested by a diploma giving access to postsecondary education and following the diploma, at least 3 years professional experience.

(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 citizen;

¹ 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 shall be taken into consideration

- Have fulfilled any obligations imposed on them by the laws on military service;
- Be physically fit to perform the duties linked to the post

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

- Minimum of 3 years professional experience and knowledge in the area mentioned under "Functions and duties";
- Troubleshooting and technical skills in relation to building/technical related issues;
- Experience in the field of building security;
- Experience in organisation of meetings and reception services;
- Working knowledge of an asset inventory system;
- Very good knowledge of MS Office software;
- Experience in performing financial transactions and project implementation;
- Very good command of spoken and written English;
- Pro-active and able to handle multiple tasks when required;
- Ability to prioritize work assignments, organise own schedule, perform routine work independently;
- Proven ability to work under pressure and to meet deadlines under demanding conditions;
- Excellent communication, organisational and interpersonal skills;
- Service oriented, flexible and with ability to work effectively within a multicultural team;

Advantageous

The following characteristics will be considered as additional assets:

- Knowledge of German language;
- Work experience in a multicultural/multilingual environment.

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>

DEADLINE

Applications must be sent no later than **20/06/2016 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

FRA urges anyone meeting the eligibility criteria and interested in the position to apply. **FRA is an equal opportunities employer and encourages applications without distinction 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, nationality, age, sexual orientation or gender identity.**

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 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 and where the place of employment is.

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. If, for reasons of confidentiality a candidate is unable to provide the necessary statement for their current employment, he/she must provide photocopies of the contract, the letter of recruitment and/or the first pay slip. However, 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 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 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 Union for a fixed period of **2 years**. The contract may be renewed.

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 € 2536,18, € 2869,53 and € 3246,69.**

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 Union 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/job/contract/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://eurlex.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 applicants 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

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

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 Union, 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 may bring a case under Article 270 of the Treaty on the on the Functioning of the European Union and Article 91 of the Staff Regulations of Officials and Conditions of Employment of Other Servants of the European Union before:

The European Union Civil Service Tribunal
Rue du Fort Niedergruenewald
L-2925 Luxembourg

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>).