

## **Traineeship Programme 2018 - 2019**

### **Corporate Services (CS)**

#### **Description of the Department**

The mission of the Corporate Services Department is to support the operational work of the Agency enhancing its ability to function as a best-practice, knowledge-based, lean and service-oriented public body as well as to create and sustain a pleasant and appreciative working environment.

The department is composed of a Head of Department, his office, the Accountant, and the following sectors:

- **Quality:**

It provides support to the management and staff in setting the FRA Quality Management System and ensuring its continual improvement with a view to deliver to internal and external stakeholders the highest level information and services. The Quality Management sector provides an annual evaluation of risk, systematic design and review of internal processes and reporting on the implementation of Internal Control Standards.

- **Planning:**

Planning is responsible for the elaboration of FRA programming documents involving the definition of multi-annual priorities and objectives as well as of the annual programmes of work in coordination with internal and external stakeholders. It provides support to the management and staff in setting up key performance indicators and implementing integrated project management approach, ensuring the continual improvement of its processes and tools.

- **Finance & Budget:**

It provides financial services, contributing to the effectiveness, efficiency and economy of operations, ensuring sound financial management of the Agency's financial resources, and compliance with the applicable financial and implementing rules. The Finance & Budget sector also provides reliable financial management reporting to the Agency's management in order to facilitate the decision-making process.

- **Human Resources**

Human Resources services include a full range of top class human resource management services for staff and assists management in

attracting, motivating, developing and retaining qualified employees. It enables and further enhances a sustainable, high performing work environment that facilitates a culture of teamwork, integration and adaptability of people.

- **Legal services & Contracting**

The sector is responsible for the sound implementation of the procurement procedures (purchasing at the most economic advantageous tender) as well as following up on the contracting side.

It also deals with the legal cases raised against the Agency, either by staff members or by contractors or external stakeholders.

- **ICT & Facilities:**

The ICT is responsible for the provision of uninterrupted ICT services; the development of office automation tools which minimise the interventions of paperwork and create a “paperless society”; the provision of “state of the art” applications to support administrative and operational activities of the Agency; and for the provision of remotely accessible applications and services. The Facilities office is responsible for the premises, utility systems, air-conditioning and ventilation systems, security and alarm systems. It also assists in the organisation of internal events.