

VACANCY NOTICE TO CONSTITUTE A RESERVE LIST

Job title	Administrative Agent
Function group/grade	Function Group II
Type of contract	Contractual Agent
Reference	FRA-CA-ADMAG-FGII-2022
Deadline for applications	02/06/2022 13:00
Place of employment	Vienna, AUSTRIA

The European Union Agency for Fundamental Rights (FRA) is organising a selection procedure in order to constitute a reserve list from which to fill vacant post(s) Contractual Agent Administrative Agent (function group of Function Group, grade II) in the Director's office.

1 BACKGROUND

The European Union Agency for Fundamental Rights (FRA) provides independent, evidence-based advice to policy-makers, to help ensure full respect for fundamental rights across the EU, for everyone. To this end, the Agency collects and analyses information and data on a range of fundamental rights issues, provides assistance and expertise to EU Institutions and to EU Member States' governments, raises rights awareness, communicates its findings and strengthens cooperation and ties between fundamental rights actors.

The Director's office

The mission of the Director's Office is to guide and manage the Agency, ensuring that its objectives and related tasks, set out in the founding Regulation, are achieved efficiently and effectively and in accordance with the direction given by the Management Board of the Agency.

2 DUTIES

The jobholder will, under the direct supervision of the Director, contribute to the smooth administration of the Director's secretariat. He/she will have particular responsibility in the coordination and organisation of the Director's activities.

The successful candidate will be expected to carry out the following tasks:

- Providing overall administrative support and assistance in daily matters (e.g. timesheets, travel arrangements, visa applications, mission reimbursements and other expense statements, office supply requisitions, conference room bookings);

- Organising Director's missions (including reimbursement procedure and budget management), making travel arrangement, preparation of mission file, communication with external partners etc.;
- Managing the Director's calendar, appointments, incoming calls and organising external and internal meetings;
- Managing the incoming and outgoing correspondence and emails: monitor functional mailboxes (route incoming correspondence, prepare draft replies and ensure timely follow-up), checking and formatting documentation, taking notes and minutes, processing letters, drafting documents and memos, handle the document and file management;
- Organise external and internal meetings, handling all necessary arrangements (e.g. room reservations, participant lists, meeting agendas, invitations, catering, seating arrangements, background documentation, technical equipment, greeting of high-level visitors);
- Facilitating internal communication within the Agency as well as outside the service;
- Supporting the follow-up and respect of deadlines in the Office and the Units; liaise with the different secretariats across the Agency on administrative matters;

Duties applicable to all staff:

- Actively work towards the achievement of the goals of the FRA in accordance with the Strategic Plan;
- Perform any other work-related duties and responsibilities that may be assigned by the Director.

3 ELIGIBILITY CRITERIA

To be admissible for this selection, candidates must fulfill all the following conditions by the deadline for submission of applications:

General conditions¹

- Be a national of one of the Member States of the European Union;
- Be entitled to his or her full rights as a citizen² ;
- Have fulfilled any obligations imposed by the laws concerning military service;
- Meet the character requirements as to suitability for the performance of the duties involved;
- Be physically fit to perform the duties linked to the post³.

¹ See Article 12 of the Conditions of Employment of Other Servants of the European Union.

² Prior to appointment, successful applicants will be required to produce an official document showing that they do not have any criminal record.

³ Before being engaged, successful applicants will be required to undergo a medical examination to ensure that they fulfil the requirements of article 12(2)(d) of the Conditions of Employment of other Servants of the European Communities.

Education

- A level of post-secondary education attested by a diploma⁴ and after having obtained the diploma, appropriate professional experience of at least 1 year
OR
- A level of secondary education attested by a diploma giving access to post-secondary education and, after having obtained the diploma, appropriate professional experience of at least 4 years.

Professional experience

- Have a minimum of 5 years of full-time professional experience in relevant to the tasks described under the “Duties” section⁵

Language skills

- Have a thorough knowledge of English (level C1) and
- Have a good knowledge of another language of the EU (minimum level B2).

The levels indicated correspond to the Common European Framework of Reference for Languages⁶.

Computer skills

- Candidates shall have extensive practical experience with computer applications such as Microsoft Office and in particular Microsoft Excel and Word and as well knowledge of document management applications.

4 SELECTION CRITERIA

In order to select the best-qualified candidates for interview and possible test phase, the Agency will consider the following **essential** criteria:

- Proven professional experience relevant to the duties listed under section “Duties”;
- Proven experience in providing support to senior managers and/or teams;
- Proven experience in organising internal and external meetings;
- Proven experience in organising missions and making travel arrangements;
- Proven experience in undertaking secretarial tasks;
- Proven experience in drafting agendas and minutes and correspondence documents addressing internal and external recipients;
- Excellent written and oral communication skills in English;

⁴ 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. In the case that an equivalence certificate was issued, this must as well have been done by the deadline for application.

⁵ Professional experience is counted from the date of obtaining the post-secondary diploma. In the case of having a level of secondary education attested by a diploma, the professional experience of 1 year to be eligible for the post cannot be included in the 3 years of full-time professional experience requested for this post. In this case a total of 3 + 1 years of full-time professional experience is required.

⁶ See <https://europass.cedefop.europa.eu/sites/default/files/cefr-en.pdf>

The following criteria will be considered as **advantageous**:

- Good command of German and/or French (level B2 and above);
- Professional experience in an intergovernmental organisation or EU body;
- Good knowledge of the EU administrative and financial procedures, or equivalent procedures in an intergovernmental body.

In addition to the **essential and advantageous** criteria, candidates invited to the interview and test phase will also be assessed against the following requirements:

- **Communication:** communicate clearly and precisely both orally and in writing; strong interpersonal skills;
- **Analysis and Problem-solving:** ability to identify the critical facts in complex issues and develop creative and practical solutions; strong analytical skills, accuracy and attention to detail;
- **Working with Others:** work cooperatively with others in teams and across organisational boundaries and respect differences between people; create a sense of team spirit by encouraging shared goals and exchange of knowledge and experience;
- **Learning and Development:** develop and improve personal skills and knowledge of the organisation and its environment; commit to train others, share knowledge, and systematically improve working methods;
- **Prioritisation and Organisation:** ability to prioritise the most important tasks, work flexibly and organise own and others' workload efficiently;
- **Quality and Results:** take personal responsibility and initiative for delivering work to a high standard quality within set procedures; show clear customer orientation (internal and external); build systematic and methodical processes into projects and work of self and own team;
- **Resilience:** remain effective under work pressure, be flexible and adapt to a changing work environment; encourage others to do the same and adjust own and team's approach to embrace changing circumstances.

5 SUBMISSION OF APPLICATIONS AND DEADLINE

Candidates are requested to submit their application electronically through the Agency's website: 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 complete electronic application.

Applications must be sent no later than **02/06/2022 13:00** (Central European Time (CET)).

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.

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.

6 EQUAL OPPORTUNITIES

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

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.

7 SELECTION PROCEDURE

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

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 4). **The Agency will invite for an interview the top 8 candidates among those who have obtained at least 60%.**

The selection procedure will be composed of an interview and a written part. The written test and the interview will be held in English. It will take place in Vienna (Austria), where the Agency has its seat and where the place of employment is. In case the COVID-19 situation does not allow candidates to have their written and oral exams at the FRA premises, all short-listed candidates will be invited for online written and oral test. The short-listed candidates will receive further detailed information in due time.

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 FRA. The Appointing Authority will decide on the establishment on the reserve list. This reserve list will be valid from the date of its establishment (in year 'N') until 31 December of year 'N+1'. Its validity may be extended. 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.

The reserve list may be used for future recruitment. Recruitment for vacant positions will be based on availability of posts and budget and usually follow-up interviews with the Appointing Authority of FRA may be conducted for deciding on recruiting for a vacant post. On this basis, 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.

8 ENGAGEMENT AND CONDITIONS OF EMPLOYMENT

A contract of employment 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 II**. The grade (4 or 5) will be determined in accordance with the number of years of experience of the successful candidate (i.e. professional experience of up to 5 years for grade 4; professional experience of 5 years and more for grade 5). The basic salary for grades 4 and 5 are respectively € 2,210.88 and € 2,501.54.

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 the type of contracts 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 and the Conditions of Employment of other Servants of the European Union which is accessible at the following address:

[EUR-Lex - 01962R0031-20140501 - EN - EUR-Lex \(europa.eu\)](#)

9 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 (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. 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: recruitment@fra.europa.eu .

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

10 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 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>.

Should the complaint be rejected, pursuant to Article 270 of the Treaty on the Functioning of the European Union and Article 91 of the Staff Regulations of Officials and the Conditions of Employment

of Other Servants of the European Union, a candidate may request judicial review of the act. The appeal must be lodged within 3 months from the date of notification to the following address:

Court of Justice of the European Union
Rue du Fort Niedergrünewald
L-2925 Luxembourg
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 (<http://www.ombudsman.europa.eu>) must be made within two years of receiving the Agency's final position on the matter.