

Publication of Vacancy Notice

Administrative Agent

Ref.: CA-ADMINAGE-FGII-2020

JOB PROFILE

1. Job Framework

Job Title:	Administrative Agent
Job Location:	Vienna, EU Agency for Fundamental Rights (FRA)
Area of activity:	Corporate Services Unit
Status:	Contract Agent
Function Group:	FG II

2. Job Content

Overall purpose:

The Corporate Services Unit 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 Unit is composed of the following business areas: Planning, Finance and Contracting, Digital Services and Facilities, Legal Services, Human Resources and Quality management.

Functions and Duties:

The jobholder will be working in the Corporate Services unit within one of the Corporate Services business areas under the direct supervision of the Head of Unit. The jobholder will perform tasks among the following areas:

- Providing overall administrative support and assistance in daily matters.
- Providing logistic and administrative support for organising meetings, missions and events including agenda preparations and minutes taking;
- Managing the Head of Unit's calendar, appointments, incoming calls and organising meetings and travel arrangements for the Unit;
- Assisting in administrative matters related to Human Resources and Finance and Contracting;

- Drafting documents, preparing and sending external communications;
- Maintaining physical and electronic documents and databases;
- Maintaining contact with national, local, municipal authorities (registration of international staff, protocol issues with hosting country, MFA identity cards, requests, etc.);
- Undertaking any other administrative tasks as requested by the Head of Unit.

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 level of post-secondary education attested by a diploma¹ and after having obtained the diploma, appropriate professional experience of at least one 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 four years.

- (b) Thorough knowledge of one of the official languages of the European Union and satisfactory² knowledge of another of the EU official languages to the extent necessary for the performance of the duties pertaining to the post;

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 or her full rights as a citizen³;
- Have fulfilled any obligations imposed on them by the laws on military service;

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

²The level of knowledge considered satisfactory for the second language is B2. Please refer to <http://europass.cedefop.europa.eu/en/resources/european-language-levels-cefr>

³ Prior to appointment, successful applicants will be required to produce an official document showing that they do not have any criminal record.

- Be physically fit to perform the duties linked to the post⁴;

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 four years working experience relevant to the items listed under section "Functions and Duties";
- Proven experience in drafting agendas and minutes and correspondence documents addressing internal and external recipients;
- Proven experience in undertaking secretarial tasks;
- Very good experience in drafting administrative notes and reports;
- Sound computer skills in Microsoft Office suite MS WORD, EXCEL, POWERPOINT and OUTLOOK;
- Very good experience in maintaining electronic and physical filing;
- Very good command of oral and written English (at least B2 level);
- Service oriented, flexible and with ability to work effectively within a multicultural team;
- Strong analytical skills, accuracy and attention to detail;

Advantageous

- Very good knowledge of German;
- Work experience in a multicultural/multilingual environment;
- Very good knowledge of MS EXCEL.
- Very good knowledge of IT tools used for document management like Microsoft SharePoint.

SUBMISSION OF APPLICATIONS

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

⁴ 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.

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

The deadline for the application is **10/02/2020 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.

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

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.

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.

The 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)¹ 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 who participated in the interviews 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 Agency 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 Agency's website.

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 € 2154,58 and € 2437,84.

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° 1725/2018 of the European Parliament and of the Council of 21 November 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 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 Union 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 website 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>).