

## INTERNAL VACANCY NOTICE – Heads of Unit (several openings) (AD9-AD14)

Ref. eu-LISA/25/TA/AD9-AD14/11.2



<b>Units</b>	<b>Profile A:</b> Transition and Automation Unit <b>Profile B:</b> Programme and Solutions Management Unit <b>Profile C:</b> Justice Programmes Unit
<b>Grade bracket</b>	AD9 – AD14 (Temporary Staff)
<b>Place of Employment</b>	Strasbourg (France) for Profile A and B Tallinn (Estonia) for Profile C
<b>Working model</b>	Hybrid working arrangements – Permanent relocation required
<b><u>Level of Security Clearance</u></b>	SECRET UE/EU SECRET
<b>Deadline for Application</b>	07 July 2025 <sup>1</sup> 12:59 pm Tallinn time/ 11:59 am Strasbourg time
<b>Validity of the Reserve List</b>	31 December 2028

## About the Units

### Transition and Automation Unit

The Transition and Automation Unit (TAU) is responsible for ensuring that all new or modified IT systems or components developed by eu-LISA for the JHA community are ready for smooth operational management and undergo a well-managed transition into operation as per latest ITIL Service Management best practices. In addition to onboarding new systems and releases, TAU must ensure they remain fit for purpose throughout their lifetime. To that end, TAU is responsible for three processes – operational change management, release management, and transition into operation. Next to that, TAU facilitates all ITSM processes in the agency via dedicated tooling ecosystem and fine-tuning of the ITIL processes and practices in the toolset.

The Unit comprised the Transition Management Sector (TRMS) and Automation and Tooling Sector (AUTS).

### Programme and Solutions Management Unit

The Programme and Solutions Management Unit (PMU) is responsible for the management of home affairs and interoperability programmes addressing the implementation and evolution of IT systems entrusted to eu-LISA. In this capacity, PMU operates in compliance with the respective legal bases, as well as stakeholder expectations and milestones agreed at the political level.

<sup>1</sup> Date of publication: 06 June 2025

The Unit comprises the Home Affairs Programmes Sector (HAPS) and the Interoperability Programmes Sector (IOPS).

### Justice Programmes Unit

The Justice Programmes Unit (JPU) is responsible for the management of programmes addressing the implementation and evolution of IT systems entrusted to eu-LISA in the EU's justice domain. In this capacity JPU operates in compliance with the respective legal bases, as well as stakeholder expectations and milestones agreed at the political level.

The Unit comprises the Justice Programmes Sector (JUPS).

## About the job

eu-LISA aims to establish a list of suitable candidates from which to source the best talent. Working under the supervision of the respective Heads of Department, you will support eu-LISA's mandate and ensure that the Agency achieves its objectives, enhances its reputation, and answers stakeholders' needs.

**You will be able to apply to one (1) or several profiles (profile A AND profile B AND profile C) listed below.** Your tasks will include a wide range of responsibilities that extend beyond the following list:

### Cross-cutting tasks (applicable to all profiles)

1. Translate and operationalise the Agency's strategic goals, mission and annual work programme into clear objectives and deliverables for the Unit.
2. Set, revise and implement the Unit's objectives and work programme, ensuring strategic alignment with the Agency's priorities and adapting the Unit's direction as needed to deliver effectively on its mandate.
3. Lead Unit operations and inter-unit coordination, fostering cross-functional collaboration and synergy with other Units and Departments.
4. Manage, develop and empower staff, including strategic organisation and allocation of work, performance management, motivation, feedback and continuous development.
5. Build strong and cohesive teams capable of delivering high-quality results under time and resource constraints.
6. Represent and communicate on behalf of the Unit, engaging proactively with senior management and stakeholders to ensure alignment, visibility and effective information exchange.
7. Take full accountability for managing the Unit's human and financial resources, ensuring compliance with internal control frameworks, administrative procedures and institutional policies, and applying transparency and efficiency in all decisions.

### Functional tasks applicable to Profile A: Transition and Automation Unit

1. Ensure that the operational requirements and quality criteria are taken into consideration into the design and development work of the systems

2. Lead the transition of new or updated large-scale IT systems into live operations, ensuring system stability and readiness from day one.
3. Direct the implementation and continuous improvement of operational change, release and transition processes across the Agency's system landscape.
4. Drive the strategic implementation, integration and operational management of transversal tools and ITSM processes that enable 24/7 service delivery as per industry best practices and standards like ITIL v4.
5. Champion intelligent automation initiatives to increase efficiency, scalability and operational maturity across units.
6. Oversee the Unit's contribution to operational continuity, including execution of stand-by functions such as Manager on Duty and Critical Incident Coordination.

### **Functional tasks applicable to Profile B: Programme and Solutions Management Unit**

1. Drive the implementation of new or evolution of existing complex, multi-stakeholder IT programmes across the Home Affairs domain (e.g., SIS, VIS, Eurodac, EES, ETIAS) and Interoperability Roadmap (e.g., sBMS, CIR, MID), ensuring strategic and timely delivery.
2. Steer programme-wide alignment across project streams in close collaboration with governance, engineering and stakeholder engagement units.
3. Coordinate the work of cross-functional/matrix teams (technical, legal and business teams) throughout projects execution.
4. Enforce consistent application of project methodologies, tools and standards to ensure delivery excellence and institutional accountability.
5. Lead programme-level scope, resource management (human and financial resources allocated to programmes), risk management, milestone supervision, prioritisation and implementation of corrective actions.
6. Participate actively and contribute to eu-LISA governance bodies in close collaboration with external stakeholders.

### **Functional tasks applicable to Profile C: Justice Programmes Unit**

1. Define and lead the Unit's operational role in the implementation of justice-related IT systems and services under eu-LISA's mandate.
2. Drive the implementation of new or evolution of existing complex, multi-stakeholder IT programmes across the Justice domain (ECRIS-TCN, e-CODEX, JITS), ensuring strategic and timely delivery.
3. Steer programme-wide alignment across justice project streams in close collaboration with governance, engineering and stakeholder engagement units.
4. Coordinate the work of cross-functional/matrix teams (technical, legal and business teams) throughout projects execution.

5. Enforce consistent application of project methodologies, tools and standards to ensure delivery excellence and institutional accountability.
6. Lead programme-level scope, resource management (human and financial resources allocated to programmes), risk management, milestone supervision, prioritisation and implementation of corrective actions.
7. Participate actively and contribute to eu-LISA governance bodies in close collaboration with external stakeholders.
8. Direct readiness activities for upcoming implementations and system evolutions, ensuring business and technical preparedness.
9. Drive the Unit's structured contribution to the digitalisation of Justice and the justice policy execution, legislative follow-up and system portfolio planning.

## Eligibility criteria

To be eligible for recruitment and selection, you need to meet the following formal criteria, which need to be fulfilled by the deadline for applications:

### General conditions

- You produce the appropriate character requirements for the duties involved.
- You are engaged within eu-LISA as Temporary Staff 2(f) in function group AD, grade 9-14, on the closing date for applications and on the day of filling the post  
or  
You are engaged within eu-LISA as Temporary Staff 2(f) in function group AD, grade 8 and have a seniority of at least two years in that grade where the vacancy is to be filled simultaneously for reclassification<sup>2</sup>.

## Selection criteria

The suitability of candidates will be assessed against the following criteria (**applicable for all profiles**) during different stages of the selection procedure:

### Leadership skills

1. Ability to lead, motivate, empower, and develop people in an international context, fostering a culture of ownership, collaboration, innovation, and continuous improvement.
2. Ability to determine and focus on priorities as well as to monitor and evaluate the progress.
3. Ability to set and revise objectives for the unit, anticipate long-term business requirements and improve the Agency's process efficiency and effectiveness.
4. Ability to recognise potential risks and business requirements to ensure resilience and alignment of systems and services with the business strategy.

---

<sup>2</sup> As a prerequisite the successful candidate needs to be simultaneously reclassified in grade AD9 by the date of the appointment decision.

5. Ability to handle budgetary resources and organise work, resources, and procedures to achieve operational efficiencies, value for money, and high-quality outcomes.

## Professional experience and knowledge

6. Your professional experience: candidates having solid experience similar to those duties outlined in the paragraph “About the job” of the respective profile (both cross-cutting and functional tasks).

## Personal competencies

7. Ability to act upon eu-LISA's [values](#) and guiding principles (We get the job done - We take ownership - We are all role models - We act together as one).
8. Ability to communicate clearly, solicit input and maintain regular contact with staff, partners and stakeholders.
9. Ability to establish and maintain effective and constructive relationships with internal and external stakeholders, and to understand and anticipate their needs and expectations to find the best solutions for the business.
10. Ability to analyse complex and ambiguous situations, to identify and evaluate the possible courses of action, and to make and implement sound and timely decisions.

## Language

11. Strong communication skills in English at least at the C1<sup>3</sup> level.

## Advantageous criteria applicable to Profile A: Transition and Automation Unit

12. Experience in IT Service Management and ITIL v4.

## Advantageous criteria applicable to Profile B: Programme and Solutions Management Unit AND to Profile C: Justice Programmes Unit

13. Experience / knowledge in Project management methodologies and Agile practices.

---

<sup>3</sup> Cf. Language levels of the Common European Framework of reference: <http://europass.cedefop.europa.eu/en/resources/european-language-levels-cefr>

## Application process and next steps

### Ready to join us in building a safer Europe? Apply now!

Before submitting your application, you should carefully check whether you meet all eligibility requirements.

Please complete your application form via the e-recruitment platform [here](#). Due to the fact that this is an internal selection, one must select 'Internal' next to the 'Selection procedure type' field and click 'Search' [here](#).

eu-LISA does not accept applications submitted by any other means (e.g., e-mail or post), or any spontaneous applications. Your application should contain personal details, educational background, professional experience, language proficiency, motivation letter, and responses to pre-screening questions if applicable. Candidates are requested to support their application with adequate, concise examples of their work experience and qualification, especially if not directly addressed in the duties listed in the application under professional experience.

Please note that if at any stage of the selection procedure it is established that any of the requested information provided by a candidate is false, they will be disqualified.

If you encounter any difficulties during the application process or have any further questions, please do not hesitate to reach out to the Talent Acquisition Service. Feel free to send an email to [eulisa-RECRUITMENT@eulisa.europa.eu](mailto:eulisa-RECRUITMENT@eulisa.europa.eu).

**Join our diverse leadership team, where you will have the opportunity to grow both professionally and personally while enjoying the journey.**

## Selection procedure

The selection procedure includes the following steps:

- Candidates are invited to indicate the profile (profile A OR/AND profile B OR/AND profile C) they are applying for. Candidates can choose to apply either for **one (1) or more profiles** depending on their interest and competencies;
- A Selection Committee, designated by the Appointing Authority, is established for the selection procedure;
- Each application is checked to verify whether the candidate meets the eligibility criteria;
- All eligible applications are evaluated by the Selection Committee based on a combination of certain selection criteria defined in the Vacancy Notice;
- The quality of the information provided by the candidate in their application is of utmost importance. Candidates are requested to support their application with adequate, concise examples of their work experience (including traineeships, voluntary work etc), and qualification, especially if not directly addressed in the duties listed in the application under professional experience. Certain selection criteria may be assessed jointly and some criteria may be assessed in two or more stages of the selection procedure;
- In the shortlist phase<sup>4</sup> consisting of a shortlist interview which may be complemented by a written test, the Selection Committee scores the candidates in accordance with the selection criteria. Candidates may also be required to prepare a presentation on a topic to be presented during the shortlist phase, which would be evaluated as part of the shortlist interview;

---

<sup>4</sup> Same applies as per previous footnote.

- Out of this group, only the top scoring candidates, will be asked to undergo the Assessment Centre activities<sup>5</sup>. A report is produced by the Assessment Centre provider for each candidate and shared with the Selection Committee. The Selection Committee takes into utmost account the opinion of the Assessment Centre<sup>6</sup>;
- Interviews (including a possible presentation), written tests as well as the Assessment Centre are predominantly conducted in English<sup>7</sup>;
- After the shortlist phase, the Selection Committee establishes a non-ranked list of the most qualified candidates to be included in a reserve list and proposes it to the Appointing Authority;
- In order to be included in the reserve list, candidates must receive at least 60% of the maximum scores in the shortlist phase;
- The Executive Director and two (2) members of the management will conduct a final round of interviews with the reserve list candidates;
- The Appointing Authority may choose from the reserve list a candidate for the post;
- The reserve list established for this selection procedure will be valid until 31 December 2028;
- Candidates included in the reserve list may be engaged for the same or similar post depending on eu-LISA's needs and budgetary situation;
- All shortlisted candidates will be informed whether or not they have been included in the reserve list. Candidates should note that inclusion in a reserve list does not guarantee engagement.

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

***English is eu-LISA's working language. Any communication related to the selection procedure will be conducted in English.***

## Assignment and conditions of employment

The selected candidate will be assigned by the Authority Authorised to Conclude Contracts of employment from the final reserve list. Once the candidate receives an assignment offer, they may be required to accept the offer within a short timeframe and be available to start the contract as agreed with their line manager.

The successful candidate will be assigned to the new post according to the assignment decision without an impact on their current contract (with an amendment to the employment contract).

All selected candidates may be required to have, or be in a position to obtain, a valid Personnel Security Clearance Certificate (SECRET UE/EU SECRET) depending on the specific job profile and the need-to-know requirements. Failure to obtain the required security clearance certificate from the candidate's National Security Authority, either during or after the expiration of the probationary period, will give eu-LISA the right to terminate any applicable employment contract where the security clearance is a requirement.

---

<sup>5</sup> These candidates shall take part in an assessment centre, unless they have already taken part in such an assessment centre in the course of the two years preceding the closing date for the receipt of applications. If a candidate has taken part in an assessment centre within this two-year period, but not within the 18 months preceding the closing date for the receipt of applications, s/he may at his request be admitted to the assessment centre.

<sup>6</sup> Same applies as per previous footnote.

<sup>7</sup> As English is eu-LISA's working language, the selection procedure will be predominantly conducted in English, except when English is the mother tongue of a candidate or when the mother tongue of the candidate is not an official language of the European Union. In these cases, some of the interview and/or written test questions may be asked in the language indicated as their 2nd EU language.



## Protection of personal data

eu-LISA ensures that candidates' personal data is processed in accordance with Regulation (EU) No 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<sup>8</sup>.

The legal basis for the selection procedure of Temporary Staff (TA 2(f)) are defined in the Conditions of Employment of Other Servants of the European Communities<sup>9</sup>.

The purpose of processing personal data is to enable selection procedures.

The selection procedure is conducted under the responsibility of eu-LISA's Human Resources Unit ('HRU'). The controller, in practice, for personal data protection purposes is the Head of the Human Resources Unit.

The information provided by the candidates will be accessible for a limited number of authorised HRU personnel, to the Selection Committee, and, if necessary, to the Executive Director, Security and/or the Legal personnel of eu-LISA.

Almost all fields in the Application Form are mandatory; the answers provided by the candidates in the fields marked as optional will not be taken into account to assess their merits.

Processing begins on the date of receipt of the application. eu-LISA's data storage policy is as follows:

- for applications received but not selected: the paper dossiers are filed and stored in archives for two (2) years after which time they are destroyed;
- for candidates included in a reserve list but not recruited: data is kept for the period of validity of the reserve list + one (1) year after which time it is destroyed;
- for recruited candidates: data is kept for a period of ten (10) years as of the termination of employment or as of the last pension payment after which time it is destroyed.

All candidates may exercise their right of access to and rectification or erasure of their personal data or restriction of processing.

In the case of identification data, candidates can rectify the data at any time during the procedure. In the case of data related to the admissibility criteria, the right of rectification cannot be exercised after the closing date of applications.

Any substantiated query concerning the processing of the candidate's personal data should be addressed to the eu-LISA's HRU ([eulisa-RECRUITMENT@eulisa.europa.eu](mailto:eulisa-RECRUITMENT@eulisa.europa.eu)).

Candidates may have recourse at any time to eu-LISA's Data Protection Officer ([dpo@eulisa.europa.eu](mailto:dpo@eulisa.europa.eu)) and/or the European Data Protection Supervisor ([edps@edps.europa.eu](mailto:edps@edps.europa.eu)).

---

<sup>8</sup> Regulation (EU) No 2018/1725 of the European Parliament and of the Council of 23 October 2018, OJ L 295, 21.11.2018, p. 39.

<sup>9</sup> CEOS, in particular the provisions governing conditions of engagement in Title II.



## Appeal procedure

If a candidate considers that they have been adversely affected by a particular decision, they 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, to the following address:

eu-LISA  
(European Union Agency for the Operational Management of Large-Scale IT Systems in the Area of  
Freedom, Security and Justice)  
Vesilennuki 5  
10415 Tallinn, Estonia

The complaint must be lodged within three (3) months. The time limit for initiating this type of procedure starts from the time the candidate is notified of the act adversely affecting them.

