

INTERNAL VACANCY NOTICE – General Services Officer - Facilities (AD5-AD7)

Ref. eu-LISA/25/TA/AD5-AD7/10.2



Sector and Unit	General Services Sector / Corporate Services Department
Grade bracket	AD5 – AD7 (Temporary Staff)
Place of Employment	Strasbourg (France)
Working model	Hybrid working arrangements – Permanent relocation required
<u>Level of Security Clearance</u>	SECRET UE/EU SECRET
Deadline for Application	28 August 2025 ¹ 12:59 pm Tallinn time/ 11:59 am Strasbourg time
Validity of the Reserve List	31 December 2028

About the sector

The General Services Sector (GESS) ensures the efficient operation of eu-LISA by delivering timely and high-quality corporate support services across all Agency locations – Strasbourg (France), Tallinn (Estonia), and the Liaison Office in Brussels (Belgium).

GESS covers five core service areas: facilities management, logistics and supplies, occupational health and safety, missions' management, and environmental management.

Within facilities management, the Sector leads the implementation of sustainable and optimised maintenance programmes to ensure functional, safe, and efficient building infrastructure and green spaces. This includes heating and cooling systems, waste management, cleaning, and landscaping services. The team manages preventive and corrective maintenance to uphold a safe and supportive working environment.

The Sector is further responsible for space management, including planning, occupancy monitoring, and forecasting space needs, and for leading renovation or expansion projects to meet evolving operational requirements across all Agency sites.

Additionally, GESS supports tertiary and data centre infrastructure-related projects aimed at expanding the capacity and capabilities of eu-LISA's operational sites. This includes ensuring that the facilities infrastructure evolves in line with the Agency's growing mandate and the technical needs of large-scale IT systems.

¹ Date of publication: 17 July 2025

About the job

eu-LISA aims to establish a reserve list from which to source the best talent. Working under the supervision of the Head of the General Services Sector and reporting to the Head of the Corporate Services Department, you will contribute to achieving eu-LISA's strategic objectives, operational excellence, and stakeholder satisfaction.

Your tasks will include a wide range of responsibilities that extend beyond the following list:

- Leading and coordinating the Facilities team across multiple sites in Strasbourg and overseeing the work of external contractors.
- Monitoring and ensuring the proper functioning of eu-LISA's building maintenance systems.
- Planning and supervising regular maintenance, inspections, and repairs, while ensuring timely updates to technical documentation.
- Managing infrastructure development projects to support the expansion and increased capacity of eu-LISA's operational sites, including the integration of technical building systems such as UPS, generators, HVAC and data room cooling systems.
- Supporting project managers in renovation, refurbishment, and construction projects from planning to delivery, including stakeholders' coordination, timeline tracking, and contract performance evaluation.
- Defining and overseeing the implementation sustainability actions related to facilities in alignment with the Eco-Management and Audit Scheme (EMAS) and the European Green Deal.
- Ensuring that occupational health and safety requirements are integrated into all facilities operations, particularly maintenance and construction activities in compliance with the designated safety rules and standards, thereby maintaining a safe and healthy working environment.
- Maintaining and developing business continuity plans for the sector, including risk identification and mitigation strategies.
- Managing the contract lifecycle and coordinating procurement activities (e.g., conducting preliminary market research, drafting technical specifications for tenders) as well as overseeing vendor and contract performance in your area of responsibility.
- Contributing to the planning, execution, and monitoring of the budget related to infrastructure and facilities, including investment forecasting and financial tracking.
- Proposing and implementing service improvements with strong focus on quality enhancement and operational excellence.
- Developing and applying Key Performance Indicators (KPIs) to monitor contractor compliance and assess service quality.
- Maintaining effective working relationships with local authorities, service providers, and other EU institutions, agencies and bodies on matters related to facility.

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 5-7, on the closing date for applications and on the day of filling the post;

Selection criteria

The suitability of candidates will be assessed against the following criteria during different stages of the selection procedure:

Professional experience and knowledge

1. Proven professional experience in carrying out the duties described under the Section “About the Job”.
2. Demonstrated experience in leading and coordinating multidisciplinary teams, including internal staff, service providers, and external contractors across multiple locations.
3. Experience managing projects or maintenance contracts, including large-scale works and business relationships with external service providers.

Personal competencies

4. 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).
5. Ability to lead teams, delegate tasks effectively, and maintain accountability for results.
6. Ability to foster team motivation and collaboration cultivating a positive working environment based on trust, open communication, and collective ownership.
7. Ability to plan and organise effectively managing multiple priorities, balancing strategic and operational tasks, and delivering under time/resource constraints.
8. Ability to analyse and solve complex problems, including assessing technical or operational challenges, thinking creatively and proposing pragmatic and sustainable solutions.
9. Ability to adopt a service-oriented and proactive mindset ensuring high standards of quality, safety, and reliability in facility services aligned with client needs.
10. Ability to communicate technical content clearly and effectively, both orally and in writing, to technical and non-technical stakeholders.

Language

11. Strong drafting and communication skills in English, both orally and in writing, at least at the C1² level.
12. Strong drafting and communication skills in French, both orally and in writing, at least at the B1³ level.

Advantageous

13. A university degree in the field of building management (facility or construction management or building engineering services), electrical or civil engineering.
14. A certification in the area of facility management.
15. Knowledge of health and safety standards, as well as environmental systems such as EMAS.
16. Knowledge of budget planning and procurement procedures related to maintenance or facility management, preferably within public sector and/or an EU or international organisation.

² Cf. Language levels of the Common European Framework of reference: <http://europass.cedefop.europa.eu/en/resources/european-language-levels-cefr>

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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 a candidate reaches the reserve list stage, they will be requested to supply documentary evidence in support of the statements that they made for this application.

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.

Join our diverse 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:

- 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;
- Once the list of the most qualified candidates is determined, a preliminary assessment may take place (e.g., a pre-recorded video interview and/or a remote written test)⁴ prior to the shortlist phase;
- In the shortlist phase⁵ 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;
- In order to be included in the reserve list, candidates must receive at least 60% of the maximum scores in the shortlist phase;
- Interviews and written tests are predominantly conducted in English⁶. Some questions or tasks may be asked in French for some parts of the selection process.
- 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;
- The Appointing Authority may choose from the reserve list a candidate for the post;
- 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.

⁴ The Selection Committee has the discretion to choose between remote and on-site interviews/tests as deemed appropriate. For remote interviews, the Selection Committee reserves the right to conduct the interview using an online video interviewing tool for synchronous and/or asynchronous (e.g., recorded) interviews.

⁵ Same applies as per previous footnote.

⁶ 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.

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 list of suitable candidates. 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.

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 data⁷.

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 Communities⁸.

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.

⁷ 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.

⁸ CEOS, in particular the provisions governing conditions of engagement in Title II.

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).

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

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.

