

INTERNAL VACANCY NOTICE – Head of Corporate Services Department (AD12-AD14)

Ref. eu-LISA/25/TA/AD12-AD14/17.2



Sector and Unit	Head of Corporate Services Department
Grade bracket	AD12-AD14 (Temporary Staff), or AD11 (Temporary Staff) with two years of seniority in that grade (in the framework of reclassification)
Place of Employment	Tallinn (Estonia)
Working model	Hybrid working arrangements – Permanent relocation required
<u>Level of Security Clearance</u>	SECRET UE/EU SECRET
Deadline for Application	20 October 2025 ¹ 12:59 pm Tallinn time/ 11:59 am Strasbourg time
Validity of the Reserve List	31 December 2028

About the department

The Corporate Services Department is responsible for managing eu-LISA's administrative, human, financial, and physical resources to ensure efficient, compliant, and smooth operations across all eu-LISA sites (1. Tallinn, Estonia; 2. Strasbourg, France and 3. Brussels, Belgium 4. Sankt Johann im Pongau, Austria). Its mandate also covers procurement, contracting, and the management of facilities and assets. In addition, the department coordinates support services in the areas of ICT, missions, logistics, supplies, and document management.

The department is structured into three units:

- **Budget and Finance Unit** – ensures sound financial management and coordinates the integrated planning process that underpins eu-LISA's strategic objectives.
- **Procurement and Contract Management Unit** – oversees procurement and contract management to ensure cost-effective sourcing of required inputs.
- **Human Resources Unit** – ensures that eu-LISA's organisational structure is effective and that the Agency is staffed with competent and motivated professionals who contribute to its strategic objectives.

The department also hosts two sectors:

- **ICT Services Sector** – manages the delivery of corporate ICT services.

¹ Date of publication: 17 September 2025

• **General Services Sector** – provides corporate support services in five areas: (1) facilities management, (2) logistics and supplies, (3) occupational health and safety, (4) missions and travel, and (5) environmental management.

About the job

As Head of the Corporate Services Department, you will report directly to the Executive Director and be a member of the organisation's senior leadership team. You will play a pivotal role in ensuring the smooth, efficient, and compliant functioning of the organisation by providing proposals for the Agency's strategic planning and translating the organisation's mission and mid- and long-term strategy into integrated administrative support, enabling the delivery of its operational objectives.

You will be responsible for the oversight of the Agency's human resources, finance, procurement and contracting, corporate ICT, and general services while considering foreseeable key technology areas and trends, e.g., digitalisation. In this role, you will shape and drive the evolution of corporate services, ensuring they are modern, efficient, responsive, and aligned with the organisation's future needs.

As a credible and experienced senior leader, you will inspire and develop teams, promote innovation and continuous improvement, and strengthen a culture of collaboration, accountability, and excellence across the department. You will also represent the organisation externally on matters within your remit, ensuring constructive relations with stakeholders, governance bodies, and institutional partners.

Strategic and Departmental Leadership

- Translate the organisation's mission, strategy, and annual work programme into a coherent departmental vision, objectives, and deliverables.
- Provide leadership and coordination across all departmental units and sectors, ensuring synergies and integrated support to the organisation's operations.
- Conceptual thinking and initiative – act as a key advisor to senior management on governance, resources, and organisational development, contributing to collective leadership decisions.
- Change leadership – drive modernisation, transformation, and continuous improvement of administrative processes to foster efficiency, transparency, and innovation.

Budget and Finance

- Oversee sound financial management and accountability in line with the EU Financial Regulation and internal financial rules.
- Supervise the preparation, execution, and monitoring of the organisation's budget, ensuring efficient allocation and use of resources.
- Ensure integrated planning and monitoring processes are in place to support evidence-based decision-making and long-term financial stability.

Procurement and Contract Management

- Provide strategic oversight of procurement activities and contract management, ensuring compliance, transparency, and value for money.

- Promote effective procurement planning and risk management, ensuring contracts are aligned with organisational needs and managed efficiently.

Human Resources

- Lead the implementation of the HR strategy and workforce planning to ensure the organisation is staffed with skilled, motivated, and diverse professionals.
- Oversee the full employment lifecycle, including talent acquisition, performance management, mobility, and career development.
- Foster an inclusive organisational culture by promoting well-being, staff engagement, and diversity, equity and inclusion (DEI) initiatives.
- Maintain a constructive social dialogue with staff representatives and strengthen staff involvement in shaping the workplace.

Corporate ICT Services

- Oversee the delivery of reliable, secure, and user-focused corporate ICT services, ensuring continuity and resilience of daily operations.
- Drive ICT modernisation projects, including cloud migration, digital workplace initiatives, and the adoption of IT service management best practices (e.g. ITIL).
- Ensure ICT investments are cost-effective, strategically aligned, and supportive of digital transformation.

General Services

- Ensure efficient facility management, including safe, sustainable, and functional work environments across all organisational sites.
- Oversee logistics, supplies, travel, mission and document management, ensuring smooth support to staff and operations.
- Safeguard occupational health and safety, embedding a strong safety culture across the organisation.
- Promote environmental sustainability by overseeing the environmental management system and reducing the organisation's carbon footprint.

External and Institutional Relations

- Represent the department with external stakeholders, host state authorities, and EU institutions on matters within the administrative remit.
- Maintain open communication with governance bodies, reporting regularly on departmental progress, challenges, and achievements.

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

1. You produce the appropriate character requirements for the duties involved;
2. You are engaged within eu-LISA as Temporary Staff 2(f) in function group AD, grade 12-14, 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 11 where the vacancy is to be filled simultaneously for reclassification and you have a seniority of at least two years in that grade.
3. You have at least two years of experience in a middle management function in the EU Institutions/ Agencies.

Selection criteria

eu-LISA aims to establish a reserve list from which to source the best talent. The suitability of candidates will be assessed during different stages of the selection procedure against the following criteria:

Leadership skills

1. Ability to set and implement the strategic vision for corporate services, aligning departmental objectives with the Agency's mission, strategy, and annual work programme.
2. Proven ability to lead complex organisational functions covering HR, finance, procurement, ICT, and general services, while ensuring integration, efficiency, and compliance.
3. Strong track record in change management, with the ability to modernise administrative services and inspire teams to embrace organisational transformation.
4. Ability to manage, motivate, empower, and develop staff, building cohesive teams capable of delivering high-quality results under resource and time constraints.
5. Excellent ability to represent the department and the Agency with credibility, building trust and effective relationships with governance bodies, partners, and stakeholders.

Professional experience and knowledge

6. Solid experience similar to the duties outlined in section "About the job", covering at least one of the following domains: budget and finance, HR management, procurement/contract management, ICT services, and general services. The Selection Committee will assess the range of fields covered, the length, the type and level of work done and its relevance to the areas listed in section "About the job".
7. At least three (3) years of post-graduate professional experience gained in a management function relevant for this position.
Candidates should clearly indicate for all years during which the management experience has been acquired: (1) title and role of management positions held; (2) numbers of staff overseen in these positions; (3) the size of budgets managed; (4) numbers of hierarchical layers above and below; and (5) number of peers.
8. Experience in managing large teams and/or multidisciplinary units, preferably in an international or EU institutional context.
9. Proven track record of managing budgets, resources, and support services in compliance with financial, procurement, and administrative rules.

Personal competencies

10. 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).

11. Strong analytical and problem-solving skills, with the ability to anticipate risks, manage complexity, and make timely, sound decisions.
12. Excellent interpersonal and communication skills, including the ability to listen, build consensus, and maintain constructive relationships with internal and external stakeholders.
13. Capacity to foster innovation, continuous improvement, and sustainability in the delivery of corporate services.

Language

14. Strong drafting and communication skills in English, both orally and in writing, at least at the C1² level.

Desirable

15. Good knowledge of financial and administrative circuits, preferably within International Organisations or EU institutions.

² 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](#).

It is in your interest to ensure that your application is accurate, thorough, and truthful. 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 unless those have been shared when they were hired.

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. Candidates must receive at least 70% of the maximum scores in the CV screening phase;
- 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.
- The most qualified candidates will be invited to the shortlist phase³ in which the Selection Committee scores the candidates in accordance with the selection criteria. Certain selection criteria may be assessed jointly and some criteria may be assessed in two or more stages of the selection procedure;
- The shortlist phase consists of a shortlist interview, which will be complemented by a written test. 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;
- Out of the shortlisted candidates only the top scoring candidates will be asked to undergo the Assessment Centre activities⁴;
- A report is produced by the Assessment Centre for each candidate and shared with the Selection Committee. The Selection Committee takes into utmost account the opinion of the Assessment Centre;
- The interviews (including possible presentation), the written test as well as the Assessment Centre are predominantly conducted in English⁵. In case English is the mother tongue of a candidate, some interview questions or written test questions may be asked in the language indicated as their 2nd EU language;
- Following the shortlist interviews and written tests (including a possible presentation), and Assessment Centre, the Selection Committee draws up a non-ranked list of the most qualified candidates to be included in a reserve list for the post and proposes it to the Appointing Authority;
- In order to be included in the reserve list, candidates must receive at least 70% of the maximum scores in the shortlist phase;
- The Appointing Authority and two (2) members of the management will conduct a final round of interviews with the reserve list candidates;
- The Executive Director may choose from the reserve list a candidate whom to engage for a job;

³ The Selection Committee has the discretion to choose between remote and on-site interviews/tests as deemed appropriate.

⁴ These applicants 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 an applicant 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.

⁵ 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.

- 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 linked to this selection procedure is strictly prohibited.

English is eu-LISA's working language. Any communication related to the selection procedure will be fully 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 data⁶.

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 Communities⁷.

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

⁶ 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.

⁷ CEOS, in particular the provisions governing conditions of engagement in Title II.

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).

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.

