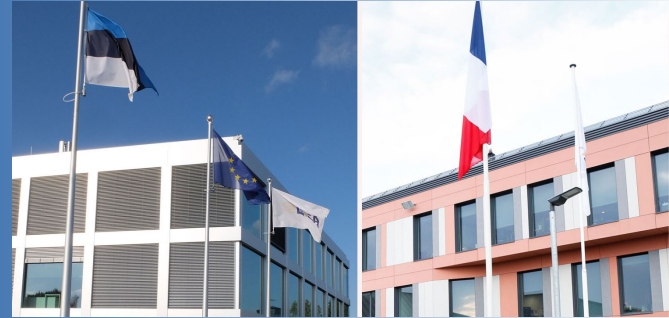


## INTERNAL VACANCY NOTICE – Senior Communication Officer (AD7)

Ref. eu-LISA/25/TA/AD7/18.2



<b>Sector and Unit</b>	Communication Sector/ Business and Stakeholder Relations Unit
<b>Grade bracket</b>	AD7-AD8 (Temporary Staff)
<b>Place of Employment</b>	Tallinn (Estonia)
<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>	26 January 2026 <sup>1</sup> 12:59 pm Tallinn time/ 11:59 am Strasbourg time
<b>Validity of the Reserve List</b>	31 December 2029

### About the unit

The Business and Stakeholder Relations Unit (BSU) is responsible for managing eu-LISA's external relations by overseeing the management of business, stakeholder and institutional relations, as well as communication and public relations activities. In this role, BSU's core objective is to maintain and reinforce the Agency's reputation as a trusted and reliable partner in its areas of expertise.

The Communication Sector (COMS) is responsible for eu-LISA's strategic communication function through integrated activities targeting both external and internal stakeholders. The sector ensures systematic and transparent information sharing, manages dedicated communication campaigns and crisis communication.

The Agency's external communication is geared towards upholding and enhancing eu-LISA's consistent corporate image and coherent visibility, highlighting stakeholder relations, managing public and media relations, with a view to raising public awareness about eu-LISA's area of expertise. By coordinating effective internal communication, COMS contributes to a positive working environment, fostering employee engagement across the Agency's different locations to ensure alignment with eu-LISA's mission and priorities.

COMS is also in charge of producing and editing visuals, multimedia content, and other digital or print outputs, ensuring they are accurate, relevant to the target audience, and consistent in terms of brand identity and messaging. To that end, COMS oversees eu-LISA's content production and publication process and manages the Agency's public website and social media accounts.

### About the job

<sup>1</sup> Date of publication: 12 December 2025

eu-LISA aims to establish a reserve list from which to source the best talent. Working under the supervision and reporting to the Head of the Business and Stakeholder Relations Unit, you will support eu-LISA's mandate and ensure that the Agency achieves its objectives, enhances its reputation, and answers stakeholders' needs.

The ideal candidate will lead eu-LISA's communication activities, ensuring coherent and impactful external and internal communication that strengthens the agency's corporate image, enhances stakeholder engagement, and supports its strategic objectives<sup>2</sup>.

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

- Lead the Communication Sector, providing strategic direction, coordination, and guidance to ensure coherent, impactful, and timely internal and external communication across the agency;
- Develop, implement, and oversee eu-LISA's communication strategy and annual communication plans, ensuring alignment with the Agency's mission, priorities, and stakeholder expectations;
- Manage eu-LISA's corporate image, brand identity, and visual standards, ensuring consistency across all communication materials, digital platforms, and publications;
- Oversee media relations and act as a key contact point for press and public communication, ensuring clear, accurate, and proactive messaging that promotes transparency and public trust;
- Coordinate and supervise the preparation and dissemination of press releases, statements, speeches, and multimedia content, ensuring high editorial quality and alignment with eu-LISA's strategic priorities;
- Lead the planning and execution of targeted communication campaigns, public events, and awareness initiatives to enhance eu-LISA's visibility and engagement with EU institutions, stakeholders, and the general public;
- Lead internal communication activities aimed at strengthening organisational culture, engagement, and information flow across eu-LISA's different locations;
- Ensure smooth event management, both for internal and external events;
- Supervise the management of eu-LISA's digital communication channels, including the public website, intranet, and social media accounts, ensuring they effectively reach intended audiences and convey coherent messages;
- Coordinate crisis communication activities in cooperation with relevant internal actors, ensuring preparedness, timely response, and consistency in external messaging;
- Foster collaboration with internal and external stakeholders, including EU institutions, partner agencies, and media representatives, to ensure coherent communication across all levels.

## 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;

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<sup>2</sup> Subject to formal assignment of the staff member to the role of a Head of Sector by the Appointing Authority.

- You are engaged within eu-LISA as Temporary Staff 2(f) in function group AD, grade 7-8, 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

1. Proven professional experience with the duties mentioned under Section “About the Job”;
2. Experience in designing and implementing communication strategies and campaigns;
3. Experience in managing communication projects under tight deadlines or in high-pressure environments.

### 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, inspire, and motivate teams, fostering a culture of collaboration, creativity, and accountability in a dynamic communication environment;
6. Ability to think strategically and translate organisational objectives into effective communication strategies and initiatives, anticipating trends and stakeholder expectations;
7. Ability to communicate clearly, persuasively, and diplomatically with external and internal audiences, including media, institutional partners, and senior management;
8. Ability to analyse communication impact and audience engagement, using data and insights to guide decision-making and improve outreach effectiveness;
9. Ability to operate effectively under pressure, ensuring accuracy, consistency, and responsiveness in messaging;
10. Ability to foster innovation and embrace digital tools and channels, promoting continuous improvement and modernisation in communication practices.

### Language

11. Strong drafting and communication skills in English, both orally and in writing, at least at the C1<sup>3</sup> level.

### Advantageous

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

12. Professional experience in a multicultural environment, preferably in an international organisation, EU institution, agency or body;
13. University degree in communications, media, journalism, public/international relations, political science;
14. Satisfactory knowledge of French, at least at the B2<sup>5</sup> level.

## 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](mailto: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)<sup>4</sup> prior to the shortlist phase;
- In the shortlist phase<sup>5</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;
- 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 English<sup>6</sup>. 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.

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<sup>4</sup> 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.

<sup>5</sup> Same applies as per previous footnote.

<sup>6</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.

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 data<sup>7</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>8</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.

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<sup>7</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>8</sup> 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](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)).

## 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.

