

Internship Notice: Corporate functions internship posts

Ref. eu-LISA/26/INTERN/CF

Profiles:	Internships in corporate functions (Data Protection, Legal, Security Policy, Governance & Stakeholder Management, Communications, Analysis & Statistics, Facilities, Budget & Finance, Procurement, Contract Management, Human Resources)
Internship duration:	6 months (with the possibility of extension, 12 months total); full-time, 40 hours/week
Monthly grant¹:	1,948.34 EUR for Tallinn 2,050.88 EUR for Brussels 2,329.80 EUR for Strasbourg
Place of assignment:	Tallinn, Estonia Brussels, Belgium Strasbourg, France
Working model:	Hybrid working arrangements – relocation to the place of assignment required
Targeted Starting Date:	01 October 2026
Deadline for applications:	20 April 2026 ² 11:59 am (Strasbourg, France) / 12:59 pm (Tallinn, Estonia)

¹ Subject to a regular update.

² Date of publication: 16 March 2026

1. ABOUT THE AGENCY

We are eu-LISA, the European Union Agency for the Operational Management of Large-Scale IT Systems in the Area of Freedom, Security and Justice. We help implement the European Union's policies by designing, developing, and operating large-scale information systems in internal security, border management, and judicial cooperation.

Our teams develop and manage the technological architecture of the Schengen area and the EU justice domain. By equipping law enforcement and border management operators and juridical practitioners with cutting-edge technological infrastructure, we help ensure security and justice for citizens.

With a workforce of more than 24 nationalities, eu-LISA embraces an international work environment and values collaboration among colleagues from diverse backgrounds. As an equal opportunity employer, we are committed to providing a positive and enjoyable work environment. We welcome applications from all suitable candidates, irrespective of age, gender, ethnicity or social origin, disability, religion or belief, and sexual orientation. eu-LISA guarantees equal opportunities and accepts applications without distinction on grounds of sex, race, colour, 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.

Please visit our [website](#) and discover more about eu-LISA's core activities.

2. INTERNSHIP DESCRIPTION

We are looking for motivated young talents who can bring a fresh perspective to our teams. Whether you are a recent university graduate, an early-career professional or pursuing a master's degree, if you have a passion for any of the below profiles and are interested in working for the EU, we want to hear from you!

The internship aims at enhancing your educational and professional experience through meaningful work assignments in your specific area of competence. During your internship, you will have the opportunity to be introduced to the EU professional world, learn from experts of different parts of Europe and contribute to a mission that has a direct impact on the daily life of millions of EU citizens.

Depending on your background, area of interest and suitability, you may express your interest for any of the below profiles by indicating your order of preference. Please note, however, that in line with the Agency's recruitment needs, you may also be contacted or offered a position in another profile for which you are considered suitable.

Profile A: Data Protection (place of assignment: Tallinn, Estonia)

Profile B: Legal (place of assignment: Tallinn, Estonia)

Profile C: Security Policy and Coordination (place of assignment: Tallinn, Estonia)

Profile D: Governance and Stakeholder Management (place of assignment: Tallinn, Estonia)

Profile E: Liaison Office Support (place of assignment: Brussels, Belgium)

Profile F: Communications (place of assignment: Tallinn, Estonia)

Profile G: Analysis and Statistics (place of assignment: Tallinn, Estonia)

Profile H: Facilities Management (place of assignment: Strasbourg, France)

Profile I: Budget and Finance (place of assignment: Tallinn, Estonia)

Profile J: Procurement (place of assignment: Strasbourg, France)

Profile K: Contract Management (place of assignment: Strasbourg, France)

Profile L: Human Resources – Talent Acquisition (place of assignment: Tallinn, Estonia)

Profile M: Human Resources – Diversity & Staff (place of assignment: Tallinn, Estonia)

Profile N: Human Resources – External Resource Coordination (place of assignment: Strasbourg, France)

Profile P: Human Resources – Learning & Development (place of assignment: Strasbourg, France)

The description of each profile can be consulted in the Annex.

3. ELIGIBILITY CRITERIA

Candidates will be considered eligible for the selection and recruitment on the basis of the following formal criteria to be fulfilled by the deadline for applications:

- You are national of one of the European Union Member States or Norway, Iceland, Liechtenstein, or Switzerland and you enjoy full rights as a citizen³;
- You have completed at least three (3) years [six (6) semesters] of higher education course (university education or studies equivalent to university) or obtained the relevant degree (minimum a Bachelor or its equivalent) by the closing date for applications⁴;

Only qualifications awarded in an EU Member State or that are subject to an equivalence certificate issued by an authority in a said EU Member State shall be taken into consideration.

- You must have knowledge of the working language of eu-LISA (English) at least at level C1⁵.

4. SELECTION CRITERIA

Key competencies:

- Have a degree in a field relevant to one or more of the internship profiles advertised (e.g., Law⁶, International Relations, European Studies, Political Science, Public Administration, Business Administration / Management, Economics, Accounting, Finance, Human Resources, Social Sciences, Psychology, Communication, Media, Journalism, Data Science, Statistics, Security, Facilities Management, Building and Asset Management, Civil Engineering, Architectural Engineering, Information Technology, etc);
- Demonstrated ability or potential to perform the tasks of the internship profiles(s);
- Strong communication skills in English at least at level C1;

³ Prior to hiring, the successful candidate will be asked to provide a certificate of absence of any criminal record issued by the competent authority.

⁴ The selected candidate(s) must provide copies of certificates or declarations from the relevant university.

⁵ Cf. Language levels of the Common European Framework of reference: <http://europass.cedefop.europa.eu/en/resources/european-language-levels-cefr>

⁶ For the Legal profile legal studies are compulsory. Either a three years Bachelor in Law or a four years university degree. Post graduate or PHD in legal matters are considered as an additional asset.

Personal qualities:

- 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).
- Good communication and interpersonal skills, including flexibility, and service-oriented approach;
- Ability to work as a member of a team in a multicultural environment;
- Eagerness to learn and proactive attitude.

5. CONFIDENTIALITY

The intern must exercise the greatest discretion regarding facts and information that come to his/her knowledge during the course of the internship. He/she must not, in any matter at any time, disclose to any unauthorised person any document or information not already made public. To ensure this discretion, the intern will be requested to implement and sign the eu-LISA Declaration of Confidentiality before starting the internship and will also be required to attend a security briefing immediately after having started the internship.

6. SELECTION PROCEDURE

Applications will be assessed on the basis of the eligibility and selection criteria specified above. Only shortlisted candidates will be contacted and advance to the next stage of the selection process, which may involve various assessments.

The shortlisted eligible candidates will be contacted to confirm their interest and availability for one or more assessment exercises (e.g., a pre-recorded video interview, a remote written test and/or interview, etc).

A talent pool (reserve list) of candidates may be established and used for the selection of similar internship positions depending on the needs of the Agency.

As English is eu-LISA's working language, any communication related to the selection procedure, including the assessments during the selection procedure will be fully conducted English.

At any time prior to the start of the internship, candidates may withdraw their applications by informing eu-LISA HRU via e-mail: eulisa-INTERNS@eulisa.europa.eu

7. INTERNSHIP CONDITIONS: REMUNERATION AND BENEFITS

The internship positions are expected to be filled on 01 October 2026. The initial internship period is offered for 6 (six) months, with a possibility of extension up to a total of 12 (twelve) months.

You will receive a monthly grant which is 1/3 of the basic gross remuneration received by an official at the grade AD5 step 1 weighted by the correspondent correction coefficient⁷ of 95% for Tallinn, Estonia, 100% for Brussels, Belgium and 113.6% for Strasbourg, France.

⁷The correction coefficient is subject to a regular update.

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Interns are solely responsible for the payment of any taxes due on the grant received from eu-LISA by virtue of the laws in force in their country of origin. The grant awarded to interns is not subject to the tax regulations applying to officials and other servants of the European Union.

Subject to budget availability, interns whose places of residence amounts to at least 50 km distance from the place of assignment are entitled to the reimbursement of their travel expenses incurred at the beginning and at the end of the internship.

Interns shall observe the regular working hours at eu-LISA: working forty (40) hours per week, from Monday to Friday, eight (8) hours per day respecting the core hours.

eu-LISA's interns are entitled to annual leave of two (2) working days per each complete calendar month of service. Moreover, there are on average 18 eu-LISA Public Holidays per year.

Interns are covered by accident insurance for non-statutory staff only while working in the eu-LISA premises. eu-LISA does not cover health or general accident insurance. The intern is solely responsible to arrange such insurance prior to the start of the internship at eu-LISA. Proof of this insurance shall be submitted to eu-LISA prior to the beginning of the internship. Not presenting respective proof may be a reason to refuse the internship. The [European Health Insurance Card](#) is accepted.

8. PROTECTION OF PERSONAL DATA

eu-LISA ensures that applicants' personal data is processed in accordance with Regulation (EC) 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.

The legal basis for the selection procedures of interns is defined in eu-LISA's [Internship Policy](#).

The purpose of processing personal data is to enable the selection procedure. The selection procedure is conducted under the responsibility of eu-LISA's Human Resources Unit, within the Corporate Services Department. The controller for personal data protection purposes is the Head of the Human Resources Unit.

The information provided by the candidates will be accessible to a strictly limited number of HR staff of eu-LISA, to the Selection Panel, and, if necessary, to the Executive Director, Security and/or the Legal Officer 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.

eu-LISA will keep applicants' files for no longer than 2 (two) years. Beyond this period, aggregate and anonymous (scrambled) data on internship applications will be kept only for statistical purposes. All applicants may exercise their right of access to, rectification or erasure or restriction of processing of their personal data. Personal data such as

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contact details can be rectified by the candidates 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' submission.

Any substantiated query concerning the processing of his/her personal data can be addressed to the Human Resources Unit at eulisa-INTERNS@eulisa.europa.eu

Applicants may have recourse at any time to the European Data Protection Supervisor (edps@edps.europa.eu).

9. APPLICATION PROCEDURE

In order for your application to be valid and considered eligible, you must create an account on eu-LISA's e-Recruitment tool, complete the personal and CV information as well as eligibility and selection criteria checklists and submit it by to the deadline for applications.

If you wish to apply for a position at eu-LISA, you must apply via the e-Recruitment tool. eu-LISA does not accept applications submitted by any other means (e.g., e-mail or post), or any spontaneous applications.

Please make sure you indicate your desired role profile as part of selection criteria section in the [eRecruitment platform](#).

Candidates are strongly advised to not wait until the last day to submit their application, since heavy internet traffic or a fault with the internet connection could lead to difficulties in submission. eu-LISA cannot be held responsible for any delay due to such difficulties.

Once the application has been successfully submitted to eu-LISA's e-Recruitment tool, candidates will be notified by email.

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.

In case of any queries about the selection process, please contact us via email: eulisa-INTERNS@eulisa.europa.eu

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

ANNEX

Profile A: Data Protection

Place of assignment: Tallinn, Estonia

In general terms, the Data Protection Officer (DPO) is responsible for ensuring that eu-LISA delegated controllers and/or processors comply with the Regulation (EU) 2018/1725 on the protection of personal data by EU Institutions, including provisions on data protection laid down in the Union legal acts governing the development, establishment, operation and use of the large-scale IT system, and with its establishing Regulation (EU) 2018/1726.

Under the supervision of a Tutor, you are expected to contribute to the following tasks:

- Organising events, working groups, and workshops to increase data protection awareness;
- Carrying out research on data protection issues concerning eu-LISA's field of competence and monitoring developments that may impact eu-LISA's activities;
- Supporting the maintenance of registers under the responsibility of the DPO (i.e., Register of processing activities, Data Breach Register, etc.);
- Assisting with matters related to data protection compliance and documentation, including providing opinions and advice to eu-LISA services on processing personal data (i.e., Record of processing, DP analysis etc.), and compiling reporting materials to keep stakeholders updated on data protection activities in the Agency;
- Performing administrative tasks related to the data protection area and provide general support on the day-to-day activities;
- Undertaking other support tasks as necessary.

Profile B: Legal

Place of assignment: Tallinn, Estonia

The Legal Sector is responsible for providing legal counsel services and overseeing all eu-LISA's legal matters to ensure compliance with the applicable regulatory framework and to safeguard the Agency's interests, while also upholding its reputation as a trusted and reliable partner. The Legal Sector provides high-quality legal expertise on a variety of issues including, but not limited to issues related to human resources, public procurement, contract management, access to documents and corporate governance.

Under the supervision of a Tutor, you are expected to contribute to the following tasks:

- Supporting the daily work of the Legal Officers in managing the various tasks assigned to the Legal Sector;
- Monitoring regularly the developments of the European Union case-law and the legislative framework applicable or pertaining to eu-LISA activities (in particular the new eu-LISA Regulation and the legislation related to the large-scale IT systems) and creating summaries upon requests by the Legal Officers;
- Carrying out research on legal issues concerning eu-LISA's field of competence;
- Supporting the Legal Officers in handling administrative tasks (such as preparation of procurement procedures to establish contracts with external lawyers and drafting internal notes);
- Providing aid in archiving the numerous files passing through the review of the Legal Sector;
- Providing tailored background notes for internal and external (if applicable) reporting purposes as well as visibility and follow-up cover;
- Undertaking other support tasks as necessary.

Profile C: Security Policy and Coordination

Place of assignment: Tallinn, Estonia

The Security Unit (SCU) is responsible for safeguarding eu-LISA's assets, in particular the large-scale IT systems and data entrusted to the Agency. By ensuring the secure and continuous operation of large-scale IT systems, together with an appropriate level of data and physical security, SCU contributes to compliance with the provisions of Article 2 of eu-LISA's establishing Regulation.

In order to ensure uninterrupted service availability to the EU's Justice and Home Affairs community, SCU's scope of activities covers security governance and assurance, risk management, information security, business continuity and disaster recovery. This task includes overseeing eu-LISA's security and continuity management system (SCMS) and operating the Computer Security Incident Response Team (CSIRT). SCU is also responsible for the protection of classified information, as well as ensuring the physical security of eu-LISA premises and staff in three locations: Tallinn, Estonia; Strasbourg, France; and Brussels, Belgium.

The unit comprises the Security Policy and Coordination Sector (SPCS), Information Security and Resilience Sector (ISRS), the Cyber Security Sector (CYBS) and the Protective Security Sector (PSCS).

The **Security Policy and Coordination Sector (SPCS)** is responsible for the continuous development of eu-LISA's security governance framework to provide assurance that the established security measures are fit for purpose and in compliance with the EU regulatory framework, relevant international standards and industry best practices. This task includes preparing security strategies, policies, standards, procedures, and guidelines for both staff and contractors. To ensure the continuous improvement of security and business continuity processes, SPCS coordinates activities related to eu-LISA's Security and Continuity Strategy. This task includes drafting annual security activity programmes, providing input for audits, and compliance reporting.

As a separate task, SPCS covers all aspects related to handling of classified information, including maintaining EU classified information (EUCI) registry and providing training for staff.

In its area of responsibility, SPCS liaises with stakeholders and coordinates outreach activities, e.g., Security Officers Network (SON), EU business continuity network, IT Security Working Group, NIS2 Cooperation Group (CG), JHA Security Officers Working Group (SOWG), Inter-institutional Security Training and Awareness Group (IXTAG), etc.

To improve internal security culture and address human risks at eu-LISA, SPCS is responsible for fostering and strengthening internal security culture. This includes organising awareness activities and trainings on a variety of topics, including business continuity, cybersecurity, handling of classified information, and first aid response.

Under the supervision of a Tutor, you are expected to contribute to the following tasks:

- Assisting with the implementation of security and business continuity awareness and outreach activities, including review and update of communications, visual material and other related content;
- Supporting with the preparation and implementation of the Security Awareness and Training Framework;
- Working closely with other colleagues on different projects and cross-cutting themes;
- Assisting in the collection of business requirements and providing daily and weekly updates during the Unit's meetings;
- Assisting in the organisation of security and business continuity related meetings and events with internal and external counterparts (e.g., drafting meeting agenda, preparing briefing notes and presentations on security and business continuity matters, registering updates and assisting in the follow-up communication exchanges);

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- Supporting with the drafting and review of security, business continuity and health and safety related information, e.g., policies, procedures, guidelines;
- Assisting the Security Unit in raising its visibility and the overall security culture in the Agency, by bringing security awareness into internal and public knowledge;
- Undertaking other support tasks as necessary.

Profiles D, E and F

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.

Under the business relations management function, BSU's Business Relations Management Sector (BRMS) acts as the main interface between eu-LISA and its stakeholders in the EU's Justice and Home Affairs (JHA) domain. In this role, BRMS is responsible for ensuring structured interfacing with stakeholders, as well as overseeing the implementation of stakeholder demands and legal/business requirements that feed into the design and development of all IT systems entrusted to eu-LISA.

The stakeholder relations management function includes the provision of administrative support to all eu-LISA's governance bodies. To that end, BSU operates the eu-LISA Management Board Secretariat (MBS) who also supports the work of Advisory Groups (AG) and Programme Management Boards (PMB) that provide guidance for the development of JHA information systems entrusted to eu-LISA. BSU is also responsible for the policy function within the Agency and for coordinating relations with other EU agencies and networks, primarily in the JHA domain.

As for institutional relations management, BSU hosts the Agency's Liaison Office team who are responsible for cultivating efficient information exchange and working relations with eu-LISA's key stakeholders based in Brussels, in particular EU institutions and bodies.

As a separate task, BSU oversees eu-LISA's corporate communication and public relations function by managing internal and external communication activities, with a view to upholding the Agency's image as a trusted and valuable partner to its stakeholders in the EU's JHA community.

The unit comprises the Business Relations Management Sector (BRMS), the Governance and Stakeholder Management Sector (GSMS), the Communication Sector (COMS) and the Liaison Office team.

Profile D: Governance and Stakeholder Management

Place of assignment: Tallinn, Estonia

The **Governance and Stakeholder Management Sector (GSMS)** is responsible for eu-LISA's stakeholder and policy management function. This task includes providing administrative support to the Agency's governance bodies, i.e., the Management Board, Advisory Groups and Programme Management Boards.

As per Article 22(6) of the establishing Regulation, GSMS operates the Management Board Secretariat (MBS) that provides administrative support to the Board and its subcommittees (e.g., Audit, Compliance and Finance Committee, ACFC). In addition, MBS also supports the work of Advisory Groups (AG) and Programme Management Boards (PMB) that provide guidance for the development of Justice and Home Affairs (JHA) information systems entrusted to eu-LISA. This task includes the coordination of meetings; preparing, submitting and disseminating relevant documentation; as well as subsequent follow-up on the implementation of decisions.

Under the policy function, GSMS is responsible for policy analysis (incl. preparing briefing notes, reports, etc.), and developing bilateral and multilateral relations with Member States and other EU agencies, primarily in the JHA domain. In this role, GSMS serves as eu-LISA's main contact point for two networks: EU Agencies Network (EUAN) and JHA Agencies Network (JHAAN). This task includes overseeing the preparation of eu-LISA's cooperation agreements, cooperation plans and working arrangements, ensuring relevant internal coordination during drafting and negotiation with partners. To promote the Agency's capabilities and cultivate partnerships, GSMS organises and facilitates stakeholder events and high-level visits, including eu-LISA's main visibility event, the annual conference.

Under the supervision of a Tutor, you are expected to support the Governance and Stakeholder Management Sector in activities mainly relating to eu-LISA's Management Board Secretariat and Policy teams, in particular:

- Contributing to the planning and organisation of meetings (physical, video conference or hybrid) of the governance bodies (including the Management Board, Programme Management Boards, Advisory Groups and the various Working Groups) and meetings organised by the policy team, including official visits to the Agency;
- Supporting the preparation of minutes and summaries, including consolidating the information received from meeting participants;
- Managing information and procedures using the applicable IT tools (e.g. Word, SharePoint, PowerPoint, Excel or others) to update the necessary folders, documents and users;
- Coordinating SharePoint user support and registering new members internally and externally;
- Contributing to the annual declaration of interest and statement of commitment exercise of the eu-LISA governance bodies;
- Contributing to the organisation of visibility events and visits by assisting eu-LISA's policy team;
- Supporting at administrative level the contribution of eu-LISA to the EU Agencies Network (EUAN) and the Justice and Home Affairs Agencies Network (JHAAN) as needed;
- Providing support to stakeholder relations of eu-LISA by drafting letters and keeping electronic communication, analysing planning documents and reports, organising and following up bilateral meetings as well as preparing presentations as needed;
- Undertaking other support tasks as necessary.

Profile E: Liaison Office Support

Place of assignment: Brussels, Belgium

Operating from Brussels, the **Liaison Office team** is responsible for coordinating the Agency's institutional relations with its key stakeholders based in Brussels, focusing on EU institutions and bodies. This task includes cultivating efficient information exchange and working relations with Brussels-based stakeholders, monitoring relevant policy and legislative developments in the EU's JHA domain and contributing to internal expertise on JHA policies and regulations.

In this role, the Liaison Office team contributes to maintaining and reinforcing the Agency's reputation as a trusted and reliable partner in its areas of expertise through close collaboration with other sectors under the Business and Stakeholder Relations Unit (BSU) responsible for managing eu-LISA's external relations, in particular with BRMS coordinating business relations and GSMS overseeing stakeholder management.

In addition, the Liaison Office team supports the work of eu-LISA's Cabinet of Executive Management (CAB), ensuring internal coordination of day-to-day support for the implementation of executive management tasks, with a special focus on areas where cross-divisional input and horizontal approach is required.

Under the supervision of a Tutor, you are expected to contribute to the following tasks:

- Supporting working relations and cooperation with the Member States and Associated countries, European Commission, Council, European Parliament and other EU bodies, as well as with relevant EU Agencies and other relevant stakeholders;
- Facilitating eu-LISA dialogue with international institutions and NGOs relevant to the mandate of eu-LISA;
- Supporting the analysis and contributing to advise eu-LISA, as appropriate, on legislation, policies and strategies of the European Union, which are relevant to the mandate and work of the Agency;
- Supporting the preparation of Briefing notes and other relevant materials to support the work of eu-LISA's Management;
- Providing support in organizing and facilitating events for relevant stakeholders to promote the visibility of the Agency and develop further partnerships;
- Organising and attending the visits of eu-LISA's staff to Belgium and brief them on the issues related to the political/Institutional developments relevant to eu-LISA;
- Contributing to the improvement of internal awareness by preparing reports resulting from any meetings attended and disseminating them accompanied of the relevant documents to eu-LISA's Management and any other relevant staff;
- Undertaking other support tasks as necessary.

Profile F: Communications

Place of assignment: Tallinn, Estonia

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 on a daily basis, 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.

Under the supervision of a Tutor, you are expected to contribute to the following tasks:

- Supporting the daily work of the Head of Communication Sector in managing the various tasks assigned to the Head of Sector;
- Supporting with the preparation of inputs (visual and narrative) to the communication products of the Agency: publications, videos, visuals, infographics, presentations;

- Contributing to the preparation of visualised content for corporate website and for the Intranet of the Agency;
- Contributing to planning, producing and publishing social media content of the Agency and of the top managers of eu-LISA;
- Support in the preparation of video recordings and taking photos at eu-LISA events;
- Contributing to drafting reports, notes, letters, presentations and meeting minutes;
- Support organising and participate in events and workshops related to the communication function;
- Support the planning/preparing/implementing of eu-LISA corporate communication campaign to highlight corporate achievements as well as corporate values;
- Undertaking other support tasks as necessary.

Profile G: Analysis and Statistics

Place of assignment: Tallinn, Estonia

The Strategy, Capabilities and Coordination Unit (CCU) is responsible for supporting the Executive Director in activities related to eu-LISA's long-term strategy, corporate governance, capability building and the management of services and processes. In this role, CCU facilitates the achievement of eu-LISA's strategic objectives and ensures compliance with applicable rules and regulations.

Under the strategy function, CCU assists the Executive Director with the preparation of eu-LISA's long-term strategy and the strategic action plan, including the monitoring of progress with their implementation. To track progress with achieving eu-LISA's strategic objectives, CCU oversees performance monitoring by reporting on corporate and process KPIs, together with balanced scorecard, to support data-driven decision-making, resource optimisation and continuous improvement. This task includes coordinating the preparation of statutory documents and reports that are submitted by the Executive Director to the Management Board and EU institutions to provide an overview of eu-LISA's annual work programmes and progress with their implementation, i.e., single programming documents (SPD), interim and consolidated annual activity reports (CAAR).

As regards coordination, CCU works closely with all other subdivisions to support the Agency's management in the areas of corporate governance, compliance and internal control. To ensure sound corporate governance, CCU is responsible for the development and maintenance of the Agency's corporate governance setup and frameworks, incl. integrated governance framework, service and process framework, charters for eu-LISA subdivisions and the repository of governance documents. This task includes quality management and coordinating the work of eu-LISA's Quality Board. In addition, the Unit is also responsible for the preparation and follow-up of eu-LISA's Management Committee meetings.

As a separate task, CCU's mandate includes the capability building function. In this capacity, CCU is responsible for research and innovation to enhance eu-LISA's role as the driver of digital transformation in the JHA domain. This role includes providing a comprehensive training portfolio for system end-users in the EU's JHA community. To ensure proper implementation of the Schengen acquis, CCU coordinates the Agency's contribution to Schengen evaluations, and compiles statutory performance and statistics reports for all JHA systems managed by eu-LISA.

The unit comprises the Capability Building Sector (CABS) and the Performance and Corporate Affairs Sector (PCAS).

The **Capability Building Sector (CABS)** is responsible for research and innovation activities, as well as providing training and compiling statutory reports on all JHA systems managed by eu-LISA.

To provide state-of-the-art expertise to eu-LISA stakeholders and enhance the Agency's role as the driver of digital transformation in the JHA domain, CABS monitors research and technology innovation in areas of interest for large-scale IT systems, such as biometrics, artificial intelligence, and cybersecurity. This role includes active participation in the development of international standards, support for the EU Framework Programme for Research and Innovation, and coordinating outreach activities with the industry and academia. To address specific operational challenges and capability gaps, the research function also coordinates proof-of-concept and pilot projects.

To ensure the efficient functioning of JHA systems, CABS is responsible for providing a comprehensive training portfolio by compiling training materials, managing an online learning platform and delivering tailored trainings to system end-users.

Furthermore, to ensure proper implementation of the Schengen acquis, CABS coordinates the Agency's contribution to the Schengen evaluation and monitoring mechanism by organising the participation of eu-LISA experts, incl. contributing to subsequent evaluation reports. In this regard, CABS is also responsible for compiling and publishing statutory performance and aggregate statistics reports for all JHA systems managed by eu-LISA.

Under the supervision of a Tutor, you are expected to contribute to the following tasks:

- Reporting and Statistics
 - Engage in reporting activities by collecting statistical data from different sources/stakeholders, collate them, perform quality checks and visualise the main aspects;
 - Support in drafting relevant reports/factsheets/presentations by gathering and compiling statistical data and quality information from multiple stakeholders;
 - Participate in relevant meetings, with internal and external stakeholders, on behalf of the team. Prepare meeting minutes and follow-up of actions, if requested;
 - Support with data visualisation tasks and preparation of infographics;
 - Assist with outreach and communication actions aimed at internal and external stakeholders;
 - Contribute to the drafting and review of internal policies, reports and procedures.
- Research & Innovation
 - Support research and technology monitoring activities by conducting desk research on a different range of technologies relevant to the core business of the organisation;
 - Collaborate in the organisation of meetings, workshops and events (e.g. lunch talks, Industry Roundtables, etc.) with internal and external counterparts (e.g., communication tasks, coordination with external providers, management of registrations);
 - Support the management of the Agency's library and related awareness activities;
 - Undertaking other support tasks as necessary.

Profile H: Facilities Management

Place of assignment: Strasbourg, France

The Corporate Services Department (CD) is responsible for managing and coordinating eu-LISA's resource administration to ensure the Agency's smooth, compliant and efficient operation at all sites across the EU, i.e., Tallinn, Estonia; Strasbourg, France; Brussels, Belgium, and St Johan im Pongau, Austria. This task includes the management of facilities and physical assets, as well as human and financial resources. In addition, the

department coordinates the provision of the following support services: ICT, procurement, missions, logistics, supplies, and document management.

The department comprises three units: the Budget and Finance Unit (BFU), the Procurement and Contract Management Unit (PCU) and the Human Resources Unit (HRU). In addition, the department hosts two sectors: the General Services Sector (GESS) and the ICT Services Sector (ICTS).

The **General Services Sector (GESS)** ensures the efficiency of eu-LISA's operations by providing timely and high-quality corporate support services across all Agency locations, i.e., Strasbourg (France) and Tallinn (Estonia), including the Liaison Office in Brussels (Belgium). The corporate support services provided by GESS fall under five broad categories: facilities management, logistics and supplies, occupational health and safety, missions and travel, and environment management.

Facilities management focuses on running a sustainable and optimised maintenance programme across all locations to ensure a functional, safe and efficient building infrastructure and green spaces, incl. heating, cooling, waste management, cleaning, and gardening. The facilities team responds to demands by providing functional accommodations, while also taking preventive measures (incl. maintenance and repairs) to ensure a safe working environment that supports staff well-being. This aspect includes space management, i.e., planning, managing, and tracking space utilisation within each building to support optimal use of office space across all Agency premises, incl. planning expansions and running projects to ensure the necessary space for future needs.

Logistics and office supplies management function covers a range of services to enhance staff experience and support daily operation, from essential office supplies and snacks to reliable courier services, ergonomic furniture, and efficient removal assistance for smooth transitions. To that end, the logistics function ensures the availability of products and services by monitoring and re-stocking as necessary. This entails close collaboration with the Agency's procurement function in the frame of order requests under existing framework agreements or potential new vendors.

Occupational health and safety management function encompasses a wide range of activities for creating and maintaining a safe and healthy working environment for eu-LISA staff by fostering a culture of safety, minimising hazards, and promoting overall well-being within the Agency. Compliance with relevant health and safety regulations is ensured through regular review and updates of policy, internal rules and procedures, as well as comprehensive training programmes to raise staff awareness about workplace safety. This task includes conducting regular risk assessments to identify potential hazards and implement mitigating measures, along with accurate record-keeping of incidents, thorough investigations, and recommendations of corrective actions to prevent future occurrences.

Missions and travel management function supports eu-LISA staff in planning their corporate missions and making necessary travel arrangements, from seamless itineraries to on-the-go assistance. The Agency's Missions Office provides services such as travel and accommodation planning, reservations, and bookings for eu-LISA staff travelling for professional purposes. This also includes travel budgets and reimbursement of mission expenses.

Environment management function focuses on supporting the Agency in reducing its carbon footprint and becoming an environmentally sustainable organisation by promoting the integration of environmental considerations in all activities and projects. To that end, GESS promotes sustainable practices by raising awareness among staff and oversees eu-LISA's environmental management system (EMS) to ensure environmentally sound operation, incl. more efficient use of energy and resources, and the minimisation of negative impacts in compliance with relevant environmental standards and requirements. This is done by setting

annual environmental objectives and targets that are regularly assessed by annual environmental impact evaluation and performance review.

Under the supervision of a Tutor, you are expected to contribute to the following tasks:

- Support in monitoring and reporting maintenance requests (repairs, utilities, etc.);
- Help with inventory tracking and physical checks of office furniture and equipment;
- Support in managing access requests and hosting contractors;
- Maintain and update internal databases and tracking logs (service requests, maintenance schedules);
- Assist in drafting or updating internal procedures, manuals, or reports;
- Assist in planning and promoting sustainability initiatives (energy-saving measures, recycling programs);
- Monitor office compliance with maintenance, cleaning, and safety standards by conducting regular checks and reporting discrepancies;
- Assist in the reception of supplies;
- Monitor stock levels and support re-ordering processes;
- Attend internal meetings or briefings to understand project coordination and planning;
- Contribute to improvement initiatives (suggestions on internal efficiency, surveys, etc.);
- Undertaking other support tasks as necessary.

Profile I: Budget and Finance

Place of assignment: Tallinn, Estonia

The Budget and Finance Unit (BFU) is responsible for overseeing financial and budgetary management, ensuring that eu-LISA's financial resources and assets are managed in accordance with applicable regulations, guidelines and procedures necessary for the achievement of sound financial management, in particular the EU Financial Regulation and Financial Rules of eu-LISA.

BFU's activities play a critical role in the achievement of eu-LISA's strategic objectives by optimising resource use and supporting strategic decision-making, while also maintaining regulatory compliance, risk management, accountability and financial stability.³ In this role, BFU is responsible for coordinating the integration of planning across the whole organisation in order to build a single source of truth at the multiannual level.

The internal planning effort led by BFU provides transparency and accountability to eu-LISA's stakeholders and contributes to ensuring the efficient and financially accountable management of large-scale IT systems, as laid down in Article 2(c) of the establishing Regulation.

The unit comprises the Financial Management Sector (FIMS) and the Planning and Monitoring Sector (PAMS).

The **Planning and Monitoring Sector (PAMS)** is responsible for preparing eu-LISA's budget and coordinates the overarching integrated planning process that facilitates the achievement of eu-LISA's strategic objectives, while also ensuring alignment with stakeholder needs and the EU's political priorities.

In order to ensure cost-effective allocation of financial and human resources, PAMS coordinates the preparation of eu-LISA's multiannual work programmes, together with corresponding annual work programmes and budgets, to deliver comprehensive resource planning centred around core business systems, i.e. Interoperability and Justice and Home Affairs systems roadmaps. As per requirements laid down in eu-LISA's establishing Regulation and Financial Rules, this task includes coordinating the collection of planning input, incl. establishment of resource ceilings, validation and prioritisation of activities, and resource alignment.

As per internal budget management principles, PAMS leads the continuous budget scheduling process and prepares eu-LISA's annual budget, which is established in compliance with Articles 32-38 of eu-LISA Financial

Rules. The budget is prepared using activity-based budgeting methodology based on cost drivers, allowing direct links between annual work programme activities and respective budgetary commitments.

The multiannual and annual planning effort led by PAMS entails close collaboration with Human Resources Unit Personnel Administration Sector and Procurement and Contract Management Unit Procurement Sector. PAMS provides the data needed to consolidate the single programming document (SPD), which is drafted by CCU PCAS, and serves initially as eu-LISA's input for the EU's annual budget allocation exercise. PAMS prepares the draft and final statement of revenue and expenditure, which is submitted together with the establishment plan, outlining the number of staff per category authorised for the respective years as prepared by HRU PERS. As per Article 72 of eu-LISA Financial Rules, the adopted SPD constitutes the definitive financing decision and serves as the legal basis for authorising budgetary commitments for operational expenditure.

After budget adoption, PAMS performs systematic monitoring and analysis of budget execution as per established indicators for measuring budget implementation and planning performance, incl. monthly budget implementation review (MBIR) processes. Once the financial year has ended, PAMS prepares eu-LISA's annual budgetary and financial management report, which is submitted to the European Parliament, Commission, Council, and the European Court of Auditors, in accordance with Article 47(4) of the eu-LISA Regulation.

Under the supervision of a Tutor, you are expected to contribute to the following tasks:

- Support data analytics activities related to financial performance monitoring and budget execution;
- Assist in the preparation and consolidation of annual and multiannual financial planning data;
- Contribute to the development and maintenance of financial dashboards and reports;
- Support forecasting exercises, including budget implementation trends, resource utilisation, and expenditure projections;
- Assist in consolidating planning inputs received from internal stakeholders, ensuring data consistency, completeness, and alignment with resource ceilings;
- Perform data quality checks and reconciliation of financial and planning datasets;
- Contribute to the analysis of variances between planned and actual financial performance;
- Support ad-hoc financial analysis and data requests from management;
- Undertaking other support tasks as necessary.

Profiles J and K

The Procurement and Contract Management Unit (PCU) is responsible for coordinating the Agency's procurement and contract management processes in compliance with the applicable rules, aiming to ensure effective sourcing of goods/supplies, services and works needed for the continuous delivery of high-level services to eu-LISA's stakeholders.

In this capacity, PCU oversees the entire procurement and contract management continuum, from initiation and tendering to contract negotiation and execution, followed by support for implementation and systematic performance monitoring in close collaboration with designated operational actors to ensure that all contractual obligations are properly met. Throughout, PCU staff exercises due diligence to ensure proper documentation and strict compliance with relevant regulations, guidelines and procedures for sound financial management, in particular the EU Financial Regulation, and the Financial Rules of eu-LISA.

The unit comprises the Procurement Sector (PRCS) and the Contract Management Sector (CMAS).

Profile J: Procurement

Place of assignment: Strasbourg, France

The **Procurement Sector (PRCS)** is responsible for coordinating eu-LISA's procurement process to ensure the timely acquisition of goods/supplies, services and works, as outlined in the annual Procurement and Acquisition Plan (PAP).

To that end, PRCS oversees the entire procurement and tendering process from initiation to closure, ensuring strict compliance with applicable regulations, in particular eu-LISA's procurement guidelines¹ and sourcing strategy,² as well as adherence to the principles of transparency, proportionality, non-discrimination and equal treatment. This process includes preparing the procurement dossier (incl. tender specifications, evaluation and award criteria, etc.), organising calls for tenders, evaluating offers, and culminates with the award decision. Throughout, PRCS advises and supports requesting Units and designated operational actors to ensure compliance with relevant regulations and guidelines for sound financial management, in particular on the selection of appropriate procedures and proper documentation of activities.

Under the supervision of a Tutor, you are expected to contribute to the following tasks:

- Follow up on the relevant case law for Procurement;
- Maintenance of Contract Monitoring tool and other relevant Procurement tools;
- Monthly SMART report support/preparation;
- Drafting procurement documents upon request;
- Support Procurement staff with legal commitments;
- Horizontal KPI support/preparation;
- Undertaking other support tasks as necessary.

Profile K: Contract Management

Place of assignment: Strasbourg, France

The **Contract Management Sector (CMAS)** is responsible for monitoring and supporting the implementation of contracts related to large-scale IT systems entrusted to eu-LISA. Under the current operational model, CMAS scope of activities does not include any contracts that are not related to the operational management of large-scale IT systems.

In this role, CMAS supports eu-LISA's operational teams throughout the entire contract management lifecycle, from setup and negotiations to performance monitoring and closure, ensuring compliance with applicable rules and regulations, in particular eu-LISA's Contract Management Policy. This includes transversal engineering and operations framework contracts (TEF/TOF), specific contracts, order forms and license management.

To ensure continuous service delivery to eu-LISA stakeholders, CMAS works closely with designated operational actors by providing guidance and advice to ensure that all contractual obligations are properly met, incl. settlement of disputes and leveraging contractual instruments in case of non-performance. This task includes guidance on systematic performance monitoring and risk management to mitigate any issues that may affect or disrupt operations or projects.

Under the supervision of a Tutor, you are expected to contribute to the following tasks:

- Supporting the creation and monitoring of Contracts / Service Requests;
- Following up on license procurement and management;
- Ensuring an overview of the contractors' performance with the support of the project managers;
- Contract monitoring;

- Undertaking other support tasks as necessary.

Profiles L, M, N and P

The Human Resources Unit (HRU) is responsible for the management of eu-LISA's human resources in compliance with the EU regulatory framework, primarily Staff Regulations of Officials and the Conditions of Employment of Other Servants of the EU. This includes designing and implementing the Agency's HR strategy and competency framework to create a structured approach to workforce planning and talent management, ensuring that the right capabilities are in place and support the continuous professional growth of teams whose work contributes to building a secure and safer Europe.

In this role, HRU's main task is to ensure that eu-LISA's organisational structure is fit for purpose, and that the Agency is sufficiently staffed with competent and motivated professionals who contribute to delivering its strategic objectives. To that end, HRU contributes to human resources planning as per eu-LISA's Sourcing Strategy, and oversees the entire employment lifecycle from talent attraction and recruitment to performance management and career development. In addition to managing statutory staff, HRU is also responsible for planning and coordinating contract management for external support providers.

Additionally, HRU contributes to continuous organisational development through activities related to the reinforcement of organisational culture and values, with a view to making eu-LISA a great place to work. To foster a strong and cohesive internal culture, HRU drives staff engagement and coordinates a wide variety of employee experience initiatives.

HRU hosts eu-LISA's Diversity, Equity and Inclusion (DEI) team that supports the Agency's commitment to DEI values to foster a more inclusive and diverse organisational culture. Working closely with the designated DEI Ambassador, the team oversees the implementation of eu-LISA's DEI Action Plan, taking guidance from the Diversity and Inclusion charter endorsed by the EU Agencies Network (EUAN).

The unit comprises the Personnel Administration Sector (PERS), the Talent Strategy and Acquisition Sector (TSAS) and the Development and Career Management Sector (DEMS).

Profile L: Human Resources – Talent Acquisition

Place of assignment: Tallinn, Estonia

The **Talent Strategy and Acquisition Sector (TSAS)** is responsible for the implementation and further development of eu-LISA's HR and talent strategy, grounded in competency-based HR management, with the goal of enhancing the organisational effectiveness by shaping its structure, culture and talent to contribute to the Agency's strategic goals.

In order to ensure that eu-LISA has a skilled and diverse workforce with the right people in the right positions at the right time, TSAS oversees the entire recruitment lifecycle, from the mapping of capabilities and competencies to talent attraction and selection procedures. In this role, TSAS serves as the bridge between eu-LISA and prospective candidates, ensuring a fair and transparent recruitment process to secure top talent who meet the Agency's business needs. In addition to statutory staff, TSAS also manages eu-LISA's internship programme to provide a hands-on learning experience that supports the development of future professionals.

To better attract top talent, TSAS contributes to enhancing eu-LISA's brand and value proposition to become the employer of choice for qualified professionals in the highly competitive IT labour market.

Under the supervision of a Tutor, you are expected to contribute to the following tasks:

- Assisting with the organisation of selection procedures on a day-to-day basis, from drafting vacancy notices to the establishment of reserve lists in close collaboration with the Selection Coordinator, hiring managers and Selection Committee members;
- Supporting the internship programme team with running the eu-LISA's internship programme from attraction to departure;
- Providing support with coordinating the overall pool of candidates successfully included in a reserve list, identifying candidates from the existing pool for the hiring manager's review;
- Drafting correspondence and preparing documents for recruitment and selection workflows while maintaining meticulous and up-to-date recruitment records;
- Developing a hands-on understanding of the Agency's business needs and related profiles;
- Supporting Employer Branding initiatives to position the Organisation as an employer of choice;
- Supporting the Talent Acquisition Service with various digitalisation projects and initiatives;
- Contributing to the design and implementation of current and future HR IT tools (e.g., e-recruitment platform, written test platform, pre-recorded interview tool), and staying abreast of technological advancements to enhance the candidate and overall employee experience.
- Undertaking other support tasks as necessary.

Profile M: Human Resources – Diversity & Staff

Place of assignment: Tallinn, Estonia

The **Personnel Administration Sector (PERS)** is responsible for drafting and implementing eu-LISA's HR policies, rules, procedures and guidelines, managing relevant internal databases, providing HR statistics and contributing to the digitalisation and automation of HR processes. By overseeing the administration of personnel files, PERS provides support in matters related to employment contracts, payroll, entitlements and benefits, as well as monitoring time and leave management.

In this role, PERS contributes to the Agency's annual and multi-annual planning process by coordinating the planning of eu-LISA's human resources and implementing eu-LISA's Sourcing Strategy. To ensure additional support for the Agency's statutory staff, the sector is responsible for managing contracts for interim staff and external support providers.

Working closely with other eu-LISA subdivisions and the Staff Committee, PERS supports a wide variety of services provided for staff (e.g., education of children, medical services, social support) and contributes to activities related to staff health and wellbeing, ethics, DEI, etc.

At EU level, PERS works closely with the services of the European Commission and other EU agencies on issues related to human resources. To ensure quality education for the children of eu-LISA staff, PERS liaises with EU and national authorities, in particular with European Schools in host countries.

Under the supervision of a Tutor, you are expected to contribute to the following tasks:

- Improving and streamlining HR processes related to wellness initiatives and employees' benefits (e.g., FIT programme, nursery allowance, etc.);
- Assisting with tasks related to the research, planning, and implementation of Diversity & Inclusion initiatives;
- Providing support in the drafting of documents (e.g., data protection notices);
- Storing and migrating documentation to the Sector's SharePoint space;
- Undertaking other support tasks as necessary.

Profile N: Human Resources – External Resource Coordination

Place of assignment: Strasbourg, France

The **External Resource Coordination Team** within the Personnel Administration Sector (PERS) is responsible for the effective planning, coordination throughout the resource lifecycle, and high-level governance and monitoring of external resources supporting the organization. This includes interim workers, consultants and other third-party specialists who contribute expertise and capacity to projects and operational activities.

The Team acts as the central point of coordination between internal stakeholders and external resource providers (contractors). Their role ensures that external resources are sourced, onboarded, allocated, and utilized efficiently while aligning with the organization's strategic goals, timelines, and budget constraints. In addition, the Team acts as the central point responsible for governance and high-level reporting on external resources supporting executive decision-making processes related to external resources.

Under the supervision of a Tutor, you are expected to contribute to the following tasks:

- Supporting in the coordination of external resources, including following up on aggregated documentation such as Timesheets, Monthly Reports, and Acceptance Forms;
- Assisting with the communication of documentation to contractors and organising its storage in functional mailboxes and SharePoint libraries;
- Providing support for back-up activities related to the implementation of workflows in ELMER and/or ARES tools, as well as communications from the functional mailboxes to internal and external stakeholders;
- Contributing to the development and monitoring of resource dashboards, including the centralisation of reporting on schedule, scope, cost, and utilisation of external resources, using PowerBI and other reporting tools;
- Supporting the analysis of reports and dashboards to assist with annual and multiannual planning for external services, in terms of people and budget;
- Assisting in drafting updates of Executive Director Decisions, internal policies, and guidelines related to the governance and implementation of external resources;
- Contributing to awareness-raising materials and internal guidance documents to support knowledge sharing across the organisation;
- Undertaking other support tasks as necessary.

Profile P: Human Resources – Learning & Development

Place of assignment: Strasbourg, France

The **Development and Career Management Sector (DEMS)** is responsible for performance management and talent development to unlock the potential of eu-LISA's staff whose work contributes to building a secure and safe Europe. As such, DEMS is responsible for the implementation of eu-LISA's learning and development policy, together with a comprehensive approach to performance and career management.

By overseeing performance management, DEMS facilitates the achievement of eu-LISA's strategic objectives. This task includes probationary assessment, objective-setting, annual performance reviews and reclassification. In this role, DEMS contributes to strategic planning by developing performance indicators, as well as monitoring and reporting on the achievement of set targets.

To ensure the continuous development of internal capabilities in lockstep with the rapidly evolving IT industry, DEMS plays a vital role in ensuring that eu-LISA's staff have the necessary competencies, knowledge and skills

to perform their jobs effectively. In this role, DEMS supports the learning and development of teams and individual staff members by addressing identified needs and knowledge gaps. Furthermore, DEMS facilitates career development of eu-LISA staff by assessing development needs, supporting career paths, internal mobility, leadership development, and succession planning.

To make eu-LISA a great place to work, DEMS oversees continuous organisational development through activities related to the reinforcement of organisational culture and values. In this role, DEMS drives staff engagement and coordinates various employee experience initiatives to cultivate a fulfilling workplace that values health and well-being. In addition, DEMS stands for ethics, compliance and zero-tolerance policy against harassment. This includes coordinating the work of eu-LISA's Confidential Counsellors and conducting preliminary assessments.

Under the supervision of a Tutor, you are expected to contribute to the following tasks:

- Supporting the design, coordination, implementation, and evaluation of learning and talent development initiatives;
- Assist in the preparation of learning materials, presentations, facilitator guides, and participant resources;
- Support the coordination and logistical organisation of training sessions, workshops, and leadership programmes;
- Contribute to the evaluation of learning activities through feedback analysis, surveys, and reporting;
- Assisting in the preparation of correspondence, reports, and documentation related to staff development and career programmes;
- Contributing to HR digital learning tools and platforms (e.g., LMS, digital content, learning systems, authoring tools) and related user support;
- Supporting HR data analytics, reporting, and monitoring of activities;
- Assisting in the implementation of staff engagement initiatives and internal development campaigns;
- Support the coordination and organization of small social activities and teambuilding;
- Undertaking other support tasks as necessary.