

Vacancy Notice for the post of General Services Officer, Ref. eu-LISA/23/TA/AD5/6.1

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| Post: | General Services Officer |
| Sector/Unit/Department: | General Services Sector/Corporate Services Unit/Corporate Services Department |
| Function Group/Grade: | Temporary Staff/AD5/ Administrator |
| Location: | Strasbourg, France |
| Starting date: | ASAP |
| Level of Security Clearance: | SECRET UE/EU SECRET ¹ |
| Closing date for applications | 12 May 2023 ² 12:59 pm EEST/11:59 am CEST |

1. INFORMATION ABOUT THE AGENCY

Candidates are invited to apply for the above-mentioned post at the European Union Agency for the Operational Management of Large-Scale IT Systems in the Area of Freedom, Security and Justice (hereinafter referred to as "eu-LISA" or "Agency"). eu-LISA was established in 2011 and its revised Regulation³ entered into force on 11 December 2018.

The seat of eu-LISA is Tallinn, Estonia. Tasks related to development and operational management of the current and future systems are carried out in Strasbourg, France. The Agency also has a backup site in Sankt Johann

¹ EC Decision (EU, Euratom) 2015/444 of 13 March 2015 on the security rules for protecting EU classified information

² Date of publication: 13 April 2023

³ Regulation (EU) No 2018/1726 of the European Parliament and of the Council of 14 November 2018 on the European Union Agency for the Operational Management of Large-Scale IT Systems in the Area of Freedom, Security and Justice (eu-LISA), and amending Regulation (EC) No 1987/2006 and Council Decision 2007/533/JHA and repealing Regulation (EU) No 1077/2011, OJ L 295, 21.11.2018, p. 99 (hereinafter referred to as the "eu-LISA Regulation").

in Pongau, Austria and a Liaison Office in Brussels, Belgium. eu-LISA is responsible for the long-term operational management of the European Asylum Dactyloscopy Database (Eurodac), the Schengen Information System (SIS) and the Visa Information System (VIS).

These systems are essential for the normal functioning of the Schengen Area, for the efficient management of its external borders as well as for the implementation of common EU asylum and visa policies. With a view to further improving the management of the external borders, and in particular, to verify compliance with the provisions on the authorised period of stay on the territory of the Member States, the European Entry/Exit System (EES) is being developed by the Agency. As of 9 October 2018, the Agency is entrusted with the development and operational management of the European Travel Authorisation and Information System (ETIAS). As of 11 June 2019, the Agency has also been entrusted with the centralised system for the identification of Member States holding conviction information on third country nationals and stateless persons to supplement and support the European Criminal Records System (ECRIS-TCN), and the development of interoperability solutions between large-scale IT systems. eu-LISA is currently also in the process of integrating e-CODEX into its portfolio. e-Justice Communication via Online Data Exchange (e-CODEX) offers a digital infrastructure for secure communication, facilitating cross-border judicial cooperation within the EU.

The core task of eu-LISA is to ensure the effective, secure and continuous operation of said IT-systems. The Agency is also responsible for taking the necessary measures to ensure the security of the systems and the security of the data therein.

Beyond these operational tasks, eu-LISA is responsible for reporting on the usage and the performance of the IT systems it operates, organising specific training sessions on the technical use of the systems, implementing pilot schemes upon specific and precise requests of the European Commission and the monitoring of research relevant for the operational management of the systems.

Further, information about the Agency can be found on the eu-LISA website [here](#).

eu-LISA is a multicultural environment and wants its people to feel part of a cohesive team, fairly treated, respected, valued, empowered and involved. We work together for a common goal – to make the EU a safer place. As our organisation is growing rapidly, there are plenty of growth opportunities in terms of new projects and learning activities in which you can be involved. We take pride in our collaborative work atmosphere, where each individual's opinion matters.

2. THE CORPORATE SERVICES UNIT

The Corporate Services Unit aims to support the Agency's operational activities by providing efficient and customer-focused support related to ICT services, Information Management and General Services.

The General Services Sector (GESS) ensures the efficiency of eu-LISA's operations by providing timely and high-quality corporate support related to missions, facilities, logistics, and supply management services for its two sites in Strasbourg, France, and Tallinn, Estonia, including its Liaison Office in Brussels, Belgium.

In addition, GESS also oversees the Occupational Health and Safety function and spearheads the Agency's environmental sustainability commitments.

3. DUTIES

You will perform the role of General Services Officer under the supervision of the Head of General Service Sector and reporting to the Head of Corporate Services Unit. You will have the opportunity to lead a dynamic and diverse

team to fulfil the Agency's facility management mission. You will work in close cooperation with the Logistics team, the Health and Safety as well as with the Environmental Management teams.

Your tasks will include a variety of duties, but not limited to the following:

- Leading and coordinating the Facilities team in Strasbourg and Tallinn and overseeing the work of temporary workers, external service providers and other contractors;
- Monitoring and ensuring the correct functioning of eu-LISA's building maintenance systems;
- Scheduling regular maintenance and repair activities and ensuring that the documentation of equipment and premises is correctly updated;
- Coordinating construction and renovation works and related activities or building projects;
- Maintaining and developing business continuity plans for the sector, including risk management;
- Coordinating procurement activities (e.g., conducting preliminary market research, drafting technical specifications) and overseeing contract / vendor management in the area of responsibility;
- Contributing to preparing and managing the budget related to facility management;
- Proposing improvements within the field of responsibility, with particular emphasis on improving the quality of service;
- Contributing to developing processes and methods to ensure safe construction and maintenance activities, in close cooperation with the health and safety function, ensuring that eu-LISA has a suitable, safe, and healthy working environment;
- Contributing to developing and implementing an energy saving action plan, in close cooperation with the environmental management team as per the European Green Deal commitments;
- Working in close cooperation with local authorities, service providers and other EU institutions, agencies and bodies in facility-related matters.

4. QUALIFICATIONS AND EXPERIENCE REQUIRED

4.1. Eligibility criteria

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

4.1.1. You have a level of education which corresponds to **completed university studies** attested by a diploma when the normal period of university education is **three (3) years** or more,

N.B. 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 prior to the deadline of applications shall be taken into consideration.

4.1.2. You are a national of one of the Member States of the Union, Norway, Iceland, Liechtenstein or Switzerland⁴ and you enjoy full rights as a citizen⁵;

⁴ Appointment of a candidate from countries associated with the implementation, application and development of the Schengen acquis and with Dublin- and Eurodac-related measures is subject to the conclusion of the arrangements defined in article 42 of the eu-LISA regulation.

⁵ Prior to an appointment, the successful candidate will be asked to provide a certificate of absence of any criminal record issued by the competent authority.

4.1.3. You have fulfilled any obligations imposed on you by the laws concerning military service;

4.1.4. You produce the appropriate character references as to your suitability for the performance of your duties;

4.1.5. You are physically fit to perform your duties⁶ and

4.1.6. You produce evidence of a thorough knowledge of one of the languages of the Union and of a satisfactory knowledge of another language of the Union to the extent necessary for the performance of your duties⁷.

4.2. Selection criteria

Candidates should demonstrate their 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).

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

4.2.1. Professional competencies

- Ability to lead and coordinate a team while organising and planning the team's workload;
- Proven experience in facility management (i.e., energy management in data centre area, electrical distribution, HVAC and plumbing);
- Proven experience in project or maintenance management, including large-scale work contracts and business relations with external service providers;
- Proven experience in creating technical specifications for tenders in the areas of facility management;
- Knowledge of budgetary and procurement procedures in the area of facility management and, preferably in an EU environment;
- Strong drafting, proof-reading and communication skills in English, both orally and in writing, at least at the C1⁸ level;
- Strong drafting and communication skills in French, both orally and in writing, at least at the B2⁹ level.

4.2.2. Personal competencies

- Very good problem-solving and conflict-resolution skills;
- Ability to think creatively and improve processes;
- Ability to demonstrate flexibility, and to maintain team effectiveness when dealing with rapidly changing priorities;

⁶ Prior to an appointment, the successful candidate shall be medically examined by a selected medical service in order that the Agency may be satisfied that they fulfil the requirement of Article 82 (3)d of the Conditions of employment of other servants of the European Communities.

⁷ Cf. Language levels of the Common European Framework of reference: <http://europass.cedefop.europa.eu/en/resources/european-language-levels-cefr>

⁸ Cf. Language levels of the Common European Framework of reference: <http://europass.cedefop.europa.eu/en/resources/european-language-levels-cefr>

⁹ Cf. Language levels of the Common European Framework of reference: <http://europass.cedefop.europa.eu/en/resources/european-language-levels-cefr>

- Ability to communicate information clearly, both orally and in writing;
- Ability to analyse complex information, propose and implement recommendations and make sound decisions;
- Ability to smoothly cooperate with other stakeholders in a multicultural environment while demonstrating a strong service-oriented attitude.

4.2.3. Advantageous attributes

- University degree in the field of building management, electrical or civil engineering or related fields;
- Knowledge of health and safety standards and energy management;
- Knowledge of ISO or other related standards related to facility management.

5. INDEPENDENCE AND DECLARATION OF INTEREST

The selected candidate for the post will be required to sign a declaration of commitment to act in eu-LISA's best interest and in relation to interests that might be considered prejudicial to their independence.

6. EQUAL OPPORTUNITIES

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.

7. 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;
- The most qualified candidates will be invited for a preliminary assessment (e.g., a pre-recorded video interview and/or a remote written test)¹⁰;
- The most qualified candidates from the preliminary assessment phase will be invited for a shortlist interview and a written test¹¹;

¹⁰ The Selection Committee has the discretion to choose between remote and on-site interviews/tests as deemed appropriate. For remote interviews, the Selection Committee reserve the right to conduct the interview using an online video interviewing tool for synchronous and/or asynchronous (e.g., recorded) interviews.

¹¹ The Selection Committee has the discretion to choose between remote and on-site interviews and written tests as deemed appropriate.

- During the shortlist interview phase, the Selection Committee examines the profiles of candidates and scores the candidates in accordance with the selection criteria;
- In order to be included in the reserve list, candidates must receive at least 60% of the maximum scores during the shortlist interview and the written test phase;
- The interview and the written test are predominantly conducted in English. Some questions or tasks may be asked in French for some parts of the selection process. In case English is the mother tongue of a candidate, interview or written test questions may be asked in the language indicated as their 2nd EU language;
- After the shortlist interview and written test (including a possible presentation), 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;
- The reserve list established for this selection procedure will be valid until **31 December 2026** with possibility of extension;
- Candidates included in the reserve list may be engaged for the same or similar post depending on eu-LISA's needs and budgetary situation;
- All shortlisted candidates will be informed whether or not they have been included in the reserve list. Candidates should note that inclusion in a reserve list does not guarantee engagement.

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

As English is eu-LISA's working language, the selection procedure will be conducted in English.

8. ENGAGEMENT AND CONDITIONS OF EMPLOYMENT

The selected candidate will be engaged by the Authority Authorised to Conclude Contracts of employment from the established reserve list. For reasons related to eu-LISA's operational requirements, once the candidate receives an engagement offer, they may be required to accept the offer within a short timeframe and be available to start the contract at short notice (1 - 3 months) from the date the Agency receives an opinion on the outcome of the pre-recruitment medical examination.

The successful candidate will be engaged as Temporary Staff, pursuant to Article 2(f) of the Conditions of Employment of Other Servants of the European Communities (CEOS)¹². The Temporary Staff post will be placed in Function Group AD, Grade 5, in the first or second step, depending on the length of professional experience.

¹² Working conditions of temporary staff in CEOS:
<http://eurlex.europa.eu/LexUriServ/LexUriServ.do?uri=CONSLEG:1962R0031:20140101:EN:PDF>

The remuneration of a staff member consists of a basic salary (currently EUR 5.361,87 for step 1, and EUR 5.587,18 for step 2¹³) weighed by the correction coefficient (**116.8% for Strasbourg, France**) and paid in EUR¹⁴.

In addition to the basic salary, a staff member may be entitled to **various allowances** depending on their personal situation. eu-LISA staff members pay an EU tax at source and deductions are made for medical insurance, pension and unemployment insurance. **Salaries are exempt from national taxation**. Staff members may also be entitled to the reimbursement of removal costs and an initial temporary daily subsistence allowance¹⁵.

eu-LISA staff members are entitled to **annual leave** of two working days per each complete calendar month of the service. There are on average 19 eu-LISA Public Holidays per year. Throughout the period of service, staff members contribute to the **EU pension scheme**. eu-LISA staff members are covered 24/7 and worldwide by the **Joint Sickness Insurance Scheme (JSIS)**. Staff members are insured against sickness, the risk of occupational disease and accident.

The **initial duration of the contract** is five (5) years, including a probationary period of nine months, with the possibility of contract renewal for another period not exceeding five years. Following a successful renewal, the second renewal will be indefinite.

The reserve list shall be used for the recruitment and selection for the post in question and/or similar posts depending on the needs of the Agency. The candidates included in this reserve list may be offered an engagement under the conditions stipulated in Article 3a of the CEOS for Contract Staff, and/or may be offered an employment contract of a shorter duration than five (5) years in accordance with the business needs and subject to agreement with the candidate. In this case, the Agency will contact the candidate in the reserve list and ask their interest.

All selected candidates will need to have, or be in a position to obtain, a **valid Personnel Security Clearance Certificate** (SECRET UE/EU SECRET level).

A Personnel Security Clearance Certificate (PSCC) is defined as a certificate issued by a competent authority establishing that an individual is security cleared and holds a valid national or EU PSCC, which shows the level of EU Classified Information (EUCI)¹⁶ to which that individual may be granted access (SECRET UE/EU SECRET), the date of validity of the relevant PSC and the date of expiry of the certificate itself.

Candidates who hold a valid security clearance must provide a copy of their security clearance and specify the issuing authority, level and date of expiry. In case the validity of their security clearance expires within six months, the renewal procedure will be initiated expeditiously.

¹³ For the purposes of determining professional experience, the Appointing Authority shall allow 24 months' additional seniority of step in grade for professional experience equal to or more than the 3 years of professional experience after the degree giving access to the grade.

¹⁴ The correction coefficient is subject to a regular update.

¹⁵ Annex VII of the Staff Regulations:

<http://eur-lex.europa.eu/LexUriServ/LexUriServ.do?uri=CONSLEG:1962R0031:20140101:EN:PDF>. The complete salary table in Article 66 of the Staff Regulations.

¹⁶ Commission Decision (EU, Euratom) 2015/444 of 13 March 2015 on the security rules for protecting EU classified information.

Kindly note that the necessary procedure for obtaining a PSCC can be initiated by request of the employer only, and not by the individual candidate.

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.

9. 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 data¹⁷.

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 Communities¹⁸.

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

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

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

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

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

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

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

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

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

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).

¹⁷ 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.

¹⁸ CEOS, in particular the provisions governing conditions of engagement in Title II.

10. 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.

11. 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. If you wish to apply for a position at eu-LISA, you must apply to a vacancy 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.

The closing date for submission of applications is 12 May 2023 at 12:59 pm EEST (Eastern European Summer Time) and 11:59 am CEST (Central European Summer Time).

Candidates are strongly advised not to 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 the Talent Acquisition Service (eulisa-RECRUITMENT@eulisa.europa.eu).

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.

Please note that the selection procedure may take several months.