

## VACANCY NOTICE - TEMPORARY STAFF

Reference number: RCT-2019-00023

### Head of Pooled Resources Unit

Post (business title):	<b>Head of Pooled Resources Unit</b> <i>(a reserve list to be created for one post to be filled)</i>
Division:	Capacity Building Division
Function group / Grade / Post title:	Temporary staff, AD12 ( <i>managerial post</i> )
Grade bracket for inter-agency mobility <sup>1</sup> :	AD9 - AD12
Grade bracket for internal mobility <sup>1</sup> :	AD9 - AD13
Location:	Warsaw, Poland
Starting date:	August 2019 (desired)
Level of Security Clearance:	SECRET UE / EU SECRET
Closing date for applications	<b><u>Extended to (MIDDAY) 8 July 2019 at 12:00 h<sup>2</sup>, Warsaw local time</u></b>

## 1. BACKGROUND

The European Border and Coast Guard Agency (Frontex) has been established under Regulation (EU) 2016/1624 of 14 September 2016. The agency was created on the foundations of the European Agency for the Management of Operational Cooperation at the External Borders of the Member States of the European Union (established under Council Regulation (EC) No 2007/2004), which has been coordinating operational activities at the EU external border since 2005.

Frontex is located in Warsaw, Poland and is in the process of significantly increasing the size of its staff from the current number of more than 650 to meet its expanded tasks.

The Agency's key tasks include:

- Operational and technical assistance to the EU member states at their external borders by coordinating joint border control operations including deployment of vessels, aircraft and other equipment and border and coast guards from EU countries;
- Coordination of border surveillance and law enforcement activities being part of maritime security in cooperation with national authorities and EU agencies such as Europol, EMSA and EFCA;
- Situation monitoring of EU's external borders and risk analysis of all aspects of border and coast guard management, including assessment of the EU Member States' border control authorities' ability to face migratory pressure and different challenges at their external borders;
- Assisting Member States in returning nationals of non-EU countries who do not have the right to remain on the territory of the EU;
- Development of training programmes for European border and coast guards;
- Monitoring new technological developments in the field of border control and acting as an interface between research institutions, industry and national border and coast guard authorities;

<sup>1</sup> For all existing EU temporary staff 2(f) applicants for whom Article 55 the Conditions of Employment of Other Servants of the European Union (CEOS) is applicable and currently occupying a middle-management post.

<sup>2</sup> Date of publication: 24 May 2019. Deadline extended on 18 June 2019.

- Cooperation with EU and international organisations in the area of border and coast guard management, security, and prevention of cross-border crime (including terrorism);
- Assist non-EU countries in the context of technical and operational cooperation on border management including return of non-EU nationals, in the framework of the EU external relations policy.

For more information, please refer to our website: <http://www.frontex.europa.eu>.

## 2. THE CAPACITY BUILDING DIVISION AND THE POOLED RESOURCES UNIT

The Capacity Building Division (CBD) is a matrix structure supporting the achievement of Frontex operational goals by providing the necessary capabilities. A matrix approach ensures that the focus is on services thus enabling fluid internal cooperation and collaboration.

CBD develops, delivers and deploys capabilities in support of the Frontex timely, effective, adequate and affordable response to threats, challenges and hazards at the external borders. It systematically identifies shortfalls and plans, programmes, budgets and implements activities across the full scope of capabilities in a financially and qualitatively sound manner.

The Division pools capabilities, including technical equipment and personnel, from Member States and Schengen Associated Countries. The Division manages the pools and makes them available for deployment to Frontex operational activities. It further provides the pools with its own capabilities, acquiring and managing equipment and service contracts throughout the lifecycle, while ensuring the necessary logistics support to deploy and sustain them in operational areas. The Division takes all reasonable practicable duty-of-care responsibilities in order to protect Frontex personnel deployed in all operational activities from harm, injury or occupational diseases.

In support of making informed decisions the Division scans and assesses the latest developments in science and technology, performs market research, harmonises requirements, promotes interoperability and fosters innovation.

It represents excellence in border guard education and training, promoting high professional and ethical standards that are applied for adequately preparing the personnel for their deployment in Frontex operational activities.

CBD also provides technical support to the European Commission and assists third countries in their capacity building efforts in close cooperation with the IEC Division.

The Capacity Building Division consists of the following Units: (i) Pooled Resources, (ii) Research and Innovation, and (iii) Training. It is assisted by a Capability Programming Office.

The Pooled Resources Unit (PRU) is functioning as an acquisition and logistics centre. It is responsible for acquisition and management of the technical equipment and services on the basis of objectives identified in a Capability Development Plan (CDP). Once the capabilities are deployed in operations, the Unit is responsible for the logistic support. Its main tasks are:

- a) developing the Agency's ability to acquire, lease, manage and deploy own technical equipment and services in line with the CDP by strengthening inherent processes in all phases of acquisition, through-life management and logistics as well as developing new models for acquisition and leasing;
- b) providing own technical equipment and services to the capability pools through the effective management of requirements, timely execution of acquisition plans and effective management and successful delivery of acquisition projects, supplying the Agency's own fleet of equipment;
- c) ensuring the availability of own technical equipment and services and managing them throughout their lifecycles;
- d) providing own technical equipment and services from the operational pools to operational activities by ensuring that the fleet of own equipment and portfolio of services can be deployed and sustained in operational areas through lean and robust logistics management.
- e) providing support, as identified in the Capability Development Plan, to the relevant stakeholders on acquisition and through-life management related activities in the context of the scoping, planning and implementation of activities funded by the EU as well as supporting Members States and Schengen Associated Countries in their efforts to acquire and manage own equipment.

### 3. DUTIES AND RESPONSIBILITIES LINKED TO THE POST

Reporting to the Director of Capacity Building Division (DoD), the Head of Pooled Resources Unit is responsible for:

- Assisting, advising and supporting the DoD in developing and implementing the Frontex Strategy in areas of responsibility in line with the mission, vision and core values of Frontex.
- Assisting the DoD in the cooperation with relevant external stakeholders (e.g. EU institutions, national and international bodies within the competences of the Unit).
- Contributing to the development of the Frontex Strategy, Work Programme Documents and identifying the resources required for the Unit activities.
- Contributing to Capability Development and Investment Planning and leading the acquisition of Frontex own operational assets, their management and associated logistics.
- Steering the planning and reporting activities of the Unit.
- Implementing the Unit's Work Programme, enhancing the respective dimensions within the remit of Frontex.
- Identifying the required human resources for the Unit and managing them, ensuring the overall coherence of its work, coordinating the respective sectors and teams, leading, engaging and developing competences and skills of the Unit's personnel and assessing its performance at individual level.
- Identifying the budget required for the Unit's activities according to activity based budgeting principles, promoting sound financial management in the Unit and managing effective implementation of Unit's budget.
- Facilitating the horizontal cooperation and interaction with other Frontex entities, especially those having specific tasks in the area of activities of the Unit.
- Identifying and assessing major risks related to the activities of the Unit and proposing mitigation measures.
- Developing in all aspects the Unit change management and the integration of Frontex corporate identity through its corporate values.

### 4. QUALIFICATIONS AND EXPERIENCE REQUIRED

#### 4.1. Eligibility criteria (for external applicants<sup>3</sup>)

To be eligible, an applicant shall:

- a) Possess a level of education which corresponds to **completed university studies** attested by a diploma when the normal period of university education is **four years or more** (of full-time education);

or

Possess a level of education which corresponds to completed university studies attested by a diploma **followed by at least one year full-time professional experience**, when the normal period of university education is **at least three years** (of full-time education);

*Only qualifications that have been awarded in EU Member States or that are subject to the equivalence certificates issued by the authorities in EU Member States shall be taken into consideration.*

*Only the required education will be taken into account.*

- b) Possess (by the closing date for applications) at least **15 years** of proven full-time professional experience in positions corresponding to the nature of duties of the vacant post acquired after the respective diploma was awarded and (at the same time) after the condition(s) described in criterion a) above are fulfilled;

*Professional experience will be taken into account after the award of the minimum qualification certifying the completion of the level of studies required above in the criterion a). Only duly documented professional activity is taken into account.*

*ANY GIVEN PERIOD OF STUDIES OR PROFESSIONAL EXPERIENCE MAY BE COUNTED ONLY ONCE. In order to be calculated as eligible, years of studies or professional experience to be taken into account shall not overlap with other periods of studies or professional experience, e.g. if the applicant had a full-*

<sup>3</sup> For all existing EU temporary staff 2(f) applicants currently occupying a middle-management post (for whom Article 55 the Conditions of Employment of Other Servants of the European Union (CEOS) is applicable) the eligibility criteria are defined in Article 12(2) of the CEOS.

*time job and did freelance consultancy work in the evenings and weekends, the days spent on the latter will not be added to the period). In case of part-time work the professional experience will be calculated pro-rata in line with the workload stated by the applicant. Compulsory military service or equivalent civilian service accomplished after achieving the minimum qualification stated in the criteria a) shall be taken into consideration as professional experience if the official documentation is provided.*

- c) Produce evidence of thorough knowledge of one of the languages of the European Union and of satisfactory knowledge of another language of the European Union to the extent necessary for the performance of duties;
- d) Be a citizen of one of the Member States of the European Union or the Schengen Associated Countries and enjoy full rights as its citizen;
- e) Have fulfilled any obligations imposed on him/her by the laws of his/her home country concerning military service.

Additionally, in order to be engaged, the appointed applicant shall:

- f) Produce the appropriate character references as to his/her suitability for the performance of his/her duties (a criminal record certificate or equivalent certificate, not older than six months) and a declaration in relation to interests that might be considered prejudicial to his/her independence;
- g) Be physically fit to perform the duties<sup>4</sup>;
- h) For reasons related to the Frontex business requirements, be available at short notice for the job.

## 4.2. Selection criteria

Suitability of applicants will be assessed against the following criteria in different steps of the selection procedure. Certain criteria will be assessed/scored only for shortlisted applicants during interviews (and or tests):

### 4.2.1. Professional competences

1. Proven experience of at least 5 years in leading and managing teams.
2. Excellent knowledge of and proven experience of at least 5 years in acquisition and through-life management of equipment, systems and services (including manned and unmanned platforms such as airplanes, vessels), working with contracted suppliers.
3. Excellent knowledge of and proven experience of at least 5 years in procurement in the EU, specifically dealing with large scale (multimillion EUR) complex acquisition projects of equipment, systems and services (including manned and unmanned platforms such as airplanes and vessels).
4. Experience of at least 5 years of planning, managing and implementing multimillion Euro budgets.
5. Good knowledge of and experience in implementing processes across all phases of the lifecycle, e.g. those associated with management of requirements, projects, contracts, products, logistics and disposal.
6. Experience in developing policies, strategies and plans for acquisition and through-life management of equipment, systems or services.
7. Good understanding of relevant EU policies in the area of security and border management, regulations and directives, particularly in the context of finance and procurement.

**Besides, the following attributes would be considered advantageous**

8. Knowledge of the functioning of the EU and work experience from an EU entity.
9. Practical experience of logistics management across borders.

### 4.2.2. Personal qualities and competences

10. Proven ability to lead and motivate teams operating in complex and fast developing environment.
11. Proven ability to lead change management.
12. Flexibility and ability to cope with multiple tasks, deal with work pressure and tight deadlines.
13. Excellent analytical and organisational skills.
14. Strong sense of initiative, responsibility and commitment.
15. Excellent problem-solving and negotiating skills.

<sup>4</sup> Before the engagement, the successful applicant shall be medically examined by the EU medical service to fulfil the requirement of Article 13 of Conditions of Employment of Other Servants of the European Communities (OJ L 56, 4.3.1968, p. 10), as lastly amended.

16. Ability to apply and promote customer oriented approach.
17. Ability to cooperate smoothly in a multicultural environment.
18. Excellent communication skills in English, both orally and in writing.

#### 4.2.3. Managerial competencies (to be assessed in the Assessment Centre)

INFORMATION MANAGEMENT	
<b>Integrating</b>	Synthetically integrating and linking various data into a coherent and relevant whole, formulating alternatives, and transforming this synthesis and these alternatives into a valuable and correct conclusion
TASK MANAGEMENT	
<b>Managing the organisation</b>	Developing and setting up processes and structures across various fields of activities. Drawing up and managing budgets in a realistic and consistent way. Introducing and supervising changes, trying out new methods for improvement
<b>Steering</b>	Efficiently assessing and managing time as well as material, human and financial resources, including regular follow-ups and corrective interventions in accordance with the objectives to be reached
PEOPLE MANAGEMENT	
<b>Motivating</b>	Acknowledging and appreciating the efforts of others, adjusting one's own leadership style to them and entrusting the right people with the right responsibilities to optimise their performance.
<b>Guiding people</b>	Ensuring that everyone behaves appropriately by giving clear instructions, by monitoring results and taking corrective measures in accordance with the objectives and the available means.
INTERPERSONAL MANAGEMENT	
<b>Influencing</b>	Reaching goals by making a good impression, getting others to accept ideas by using convincing arguments, creating win-win situations and responding efficiently to one's interlocutors or audience.
PERSONAL MANAGEMENT	
<b>Coping</b>	Responding calmly to frustrations, obstacles and opposition, controlling one's emotions and responding to criticism in a constructive way, while keeping the objectives in mind.

## 5. INDEPENDENCE AND DECLARATION OF INTEREST

The selected applicant(s) will be required to make a declaration of commitment to act independently in Frontex' interest and to make a declaration in relation to interests that might be considered prejudicial to his/her independence.

## 6. EQUAL OPPORTUNITIES

Frontex applies an equal opportunities policy and accepts applications without distinction on grounds of age, race, political, philosophical or religious conviction, sex or sexual orientation and regardless of disabilities, marital status or family situation.

## 7. SELECTION PROCEDURE

The selection procedure includes the following steps:

- After registration, each application is checked in order to verify whether it meets the eligibility criteria;
- All the eligible applications are evaluated by an appointed Selection Committee based on a combination of certain selection criteria defined in the vacancy notice (some criteria will be assessed/scored only for shortlisted applicants during interviews and/or tests). Certain selection criteria may be assessed/scored jointly and some criteria may be assessed/scored in two or more steps of the selection procedure;
- Best-qualified applicants, who obtain the highest number of points within the application evaluation and who are matching the best the evaluated selection criteria, will be shortlisted and invited for

a competency test and an interview; the names of the Selection Committee members will be disclosed to the applicants invited for the interview;

- Managerial competencies may be assessed in a form of Assessment Centre to be run by independent body. The Selection Committee will be provided with the evaluation report which may serve as complementary input for final decision making process.
- The test and interview will be conducted in English;
- During the interviews and tests, the Selection Committee will examine the profiles of shortlisted applicants and assess their relevancy for the post in question. Certain selection criteria may be assessed/scored jointly and some criteria may be assessed/scored in two or more steps of the selection procedure;
- Applicants invited to the interview/test will be requested to present, on the day of the interview, originals of their diploma(s) and evidence of their professional experience, clearly indicating the starting, finishing dates and workload;
- As a result of the interviews, the Selection Committee will recommend the most suitable applicant(s) for the post(s) in question to the Executive Director of Frontex. An additional interview with the Executive Director and/or the Deputy Executive Director and/or another relevant manager may be arranged before the Executive Director takes the final decision. Suitable applicants will be proposed for a reserve list, which may also be used to fill similar vacant posts depending on the needs of Frontex. This reserve list will be valid for 2 years (the validity period may be extended). Each interviewed applicant will be notified in written whether or not he/she has been placed on the reserve list. Applicants should note that the placement on the reserve list does not guarantee an employment offer.

The work and deliberations of the Selection Committee are strictly confidential and any contact of an applicant with its members is strictly forbidden.

## 8. APPOINTMENT AND CONDITIONS OF EMPLOYMENT

The most successful applicant will be selected and appointed by the Executive Director of Frontex.

The successful external applicant will be engaged as temporary staff pursuant to Article 2(f) of the Conditions of Employment of Other Servants of the European Communities (CEOS). The temporary post in question is placed in the following function group and grade: **AD12<sup>5</sup>**. This is a managerial position.

The staff member's remuneration consists of a basic salary and allowances. The staff member may be entitled to various allowances, in particular to an expatriation (16 % of basic gross salary) or to a foreign residence allowance (4 % of basic gross salary) - depending on particular situation, and to family allowances (depending on personal situation) such as household allowance, dependent child allowance, pre-school allowance, education allowance.

The remuneration is expressed in EUR, after the compulsory deductions set out in the Staff Regulations or in any implementing regulations is weighted by the correction coefficient for Poland (currently 68.6). It can be paid either in EUR or in PLN according to a fixed exchange rate (currently 4.3631 PLN/EUR).

The remuneration of the staff members, the correction coefficient and the exchange rate are updated annually before the end of each year, with retroactive effect from 1 July, in accordance with Annex XI of the Staff Regulations.

Staff pays an EU tax at source and deductions are also made for medical insurance, pension and unemployment insurance. Salaries are exempt from national taxes. The rate of the solidarity levy is 6 %. The headquarters agreement with the Polish authorities is effective as of 1 November 2017. Under this agreement the Polish authorities will provide the following main benefits to Frontex expatriate staff:

- (a) reimbursement of tuition cost of each dependent child (as from the age of 2.5 years) attending a school (up to and including secondary school) on Polish territory up to a limit of 35 000 PLN per school year;
- (b) reimbursement of VAT on purchases of main household effects to assist a newcomer to settle in Warsaw;
- (c) reimbursement of VAT on a purchase of a private car (this entitlement is renewable after 36 months).

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<sup>5</sup> Specific conditions about grading are defined on the title page of the Vacancy Notice. For existing EU temporary staff 2(f) the classification in grade and step should be established in line with Article 55 of the CEOS.

Additionally, this agreement foresees that (an accredited) European School will be set-up in Warsaw in the future to allow dependent children of all Frontex staff (including Polish nationals) to attend a (tuition-free) European-type multilingual education.

**The final net calculation (amount payable) is as follows:**

Function group AD, grade and step	AD12 Step 1	AD12 Step 2
1. <b>Basic net/payable salary</b> (after all deductions, contributions and taxes are applied)	<b>5 274 EUR 23 013 PLN</b>	<b>5 436 EUR 23 719 PLN</b>
a. Managerial allowance	<b>162 EUR 706 PLN</b>	<b>169 EUR 736 PLN</b>
2. <b>Other possible monthly entitlements/allowances</b> , depending on the personal situation of the candidate (expressed as gross amount weighted by 68.6 correction coefficient applicable for Poland):		
b. Household allowance	<b>285 EUR 1 242 PLN</b>	<b>291 EUR 1 271 PLN</b>
c. Household allowance, when managerial allowance is entitled	<b>291 EUR 1 271 PLN</b>	<b>298 EUR 1 300 PLN</b>
d. Expatriation allowance	<b>1 247 - 1 428 EUR 5 442 - 6 230 PLN</b>	<b>1 300 - 1 481 EUR 5 670 - 6 463 PLN</b>
e. Expatriation allowance, when managerial allowance is entitled	<b>1 300 - 1 481 EUR 5 670 - 6 463 PLN</b>	<b>1 354 - 1 537 EUR 5 909 - 6 706 PLN</b>
f. Dependent child allowances for each child	<b>281 EUR 1 227 PLN</b>	<b>281 EUR 1 227 PLN</b>
g. Preschool allowance	<b>69 EUR 300 PLN</b>	<b>69 EUR 300 PLN</b>
h. Education allowance for each child up to	<b>382 EUR 1 666 PLN</b>	<b>382 EUR 1 666 PLN</b>

Staff is entitled to annual leave of two working days per each complete calendar month of service. On top of that, staff is entitled to a number of additional days of leave depending on the grade, age and distance from the place of origin. In addition, there are on average 18 public holidays per year. Special leave is granted for certain circumstances such as marriage, birth or adoption of a child, etc.

Frontex being a knowledge based organization acknowledges the importance of training provided to its staff. Frontex provides general and technical nature training as well as professional development opportunities that are discussed annually during the staff performance appraisal.

Throughout the period of service staff is a member of the EU pension scheme. The pension is granted after completing a minimum of 10 years' service and after reaching the pensionable age of 66 years. The pensionable age for staff recruited before 1 January 2014 varies between 60 and 65 years. Pension rights acquired in one or more national schemes before starting to work at Frontex may be transferred into the EU pension system.

Staff is covered 24/7 and worldwide by the Joint Sickness Insurance Scheme (JSIS). Staff is insured against sickness, the risk of occupational disease and accident as well as entitled under certain conditions to a monthly unemployment allowance, the right to receive payment of invalidity allowance and travel insurance.

For further information on working conditions please refer to the Staff Regulations and the CEOS.

A contract of employment will be offered for a period of five years, with a probationary period of nine months. The contract may be renewed.

Frontex requires selected applicants to sensitive posts to undergo a security screening procedure and obtain a positive national opinion or respective personal security clearance. The level of the latter depends on the specific post. For this post, the required level of clearance is **SECRET UE / EU SECRET**. Applicants who currently hold a valid security clearance at the above-mentioned level (or higher) may not need to obtain a

new one, pending confirmation from their respective National Security Authority. They shall provide Frontex with a security clearance certificate specifying the issuing authority, level and date of expiry. In case the validity of the security clearance expires within six months, a renewal procedure shall be initiated expeditiously. In case selected applicants do not currently hold a valid and positive security clearance at the above-mentioned level, Frontex will request such from the National Security Authority of the applicants' state of citizenship. In case of a failure to obtain the required security clearance certificate or if the National Security Agency issues a negative opinion at the above-mentioned level after the signature of the contract of employment Frontex has the right to terminate the contract of employment.

## 9. PROTECTION OF PERSONAL DATA

Frontex ensures that applicants' personal data are processed in accordance with Article 5(1)(a) of Regulation (EU) 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.

Please note that Frontex will not return applications to applicants. This is due, in particular, to the confidentiality and security of such data.

The legal basis for the selection procedures of temporary staff are defined in the CEOS<sup>6</sup>.

The purpose of processing personal data is to enable to properly carry-out selection procedures.

The selection procedure is conducted under the responsibility of the Human Resources Sector of the Human Resources and Security Unit, within the Corporate Governance of Frontex (HR Sector). The controller for personal data protection purposes is the Head of the Human Resources and Security Unit.

The information provided by applicants will be accessible to strictly limited number of staff in Human Resources, to the Selection Committee members and to Frontex management. If necessary it will be provided to the staff of Legal and Procurement Unit, external parties directly involved in the selection process or to respective experts in ICT (in case of technical issues with the application).

There will be no automated decision making or profiling upon applicants' data.

No data is transferred to a third country or international organisation.

Processing begins on the date of receipt of the application. Data storage policy is as follows:

- For applications received from not-selected applicants: the data are filed and stored in archives for **2 years** and after this time the data are destroyed;
- For applicants placed on a reserve list but not recruited: the data are kept for the period of validity of **the reserve list + 1 year** and after this time the data are destroyed;
- For recruited applicants: the data are kept for a period of **10 years** after the termination of employment or as of the last pension payment **and** after this time the data are destroyed.

Applicants have the right to request access to and rectification or restriction of processing concerning the data subject or, where applicable, the right to object to processing or the right to data portability. In case of identification data, applicants can rectify those data at any time during the procedure. In the case of data related to the eligibility or selection criteria, the right of rectification can only be exercised by submitting/uploading a new application and it cannot be exercised after the closing date for submission of applications. Withdrawal of a consent to such data processing operations would result in exclusion of the candidate from the recruitment and selection procedure.

Should an applicant have any query concerning the processing of his/her personal data and has substantiated request, he/she shall address them to the HR Sector at [jobs@frontex.europa.eu](mailto:jobs@frontex.europa.eu) or Frontex Data Protection Officer at [dataprotectionoffice@frontex.europa.eu](mailto:dataprotectionoffice@frontex.europa.eu).

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

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<sup>6</sup> In particular the provisions governing conditions of engagement in Title II, Chapter 3.



## 10. APPEAL PROCEDURE

If an applicant considers that he/she has been adversely affected by a particular decision he/she can lodge a complaint under Article 90(2) of the Staff Regulations at the following address:

**Frontex**  
Human Resources Sector  
Plac Europejski 6  
00-844 Warsaw  
Poland

The complaint must be lodged within 3 months. The time limit for initiating this type of procedure starts to run from the time the selection procedure for this post is declared as closed on the Frontex webpage (<http://www.frontex.europa.eu>).

Applicants also have a possibility to complain to the European Ombudsman. Please note that complaints made to the European Ombudsman have no effect on the time period laid down in Article 91 of the Staff Regulations. Note also, that under Article 2(4) of the general conditions governing the performance of the Ombudsman's duties, any complaint lodged with the Ombudsman must be preceded by the appropriate administrative approaches to the institutions and bodies concerned.

## 11. APPLICATION PROCEDURE

**Note: It is required to upload the digital application form saved in its original electronic dynamic PDF format (not scanned). Do not use any e-mail communication to submit your application (for exceptional circumstances see point 6 below) - such an application will be automatically disregarded and will not be recorded and further processed.**

Frontex Application Form is to be downloaded (as a dynamic PDF form) from Frontex website under the link provided next to the Reference Number of the post/position. This digital application form is specifically created only for this selection procedure (and shall not be reused for another procedure).

The Frontex Application Form must:

1. Be opened in a PDF reader in a MS Windows equipped computer - the recommended version of the PDF reader is Adobe Acrobat Reader DC (*version 2017.009.20044. You may download a free version here: <https://get.adobe.com/uk/reader/>*).
2. **Not be manipulated or altered.** The form is digitally signed and protected against any manipulation or changes. Therefore, applicants shall not try to manipulate and/or alter it - in such a case the digital signature will disappear and the application form will become invalid for subsequent processing resulting in an automatic rejection of such submission.
3. Be completed in English. Fields, where you may enter your input, are highlighted in light blue colour. Fields marked with an asterisk (\*) indicate a required input. You should be concise, the space for your input is limited by the size of the text boxes.
4. Be saved and named as follows: 'SURNAME\_RCT-2019-00023'.
5. **Be submitted to Frontex - after saving - by uploading it to this URL link:**  
<https://microsite.frontex.europa.eu/en/recruitments/RCT-2019-00023>
6. In case you have technical issues with filling/saving/uploading your electronic application form, you may write to us (in advance of the closing date for submission of applications) at [jobs@frontex.europa.eu](mailto:jobs@frontex.europa.eu).

In case you submit more than one application for this procedure, Frontex will only assess the latest one and will automatically disregard all your previous applications.

If at any stage of the selection procedure it is established that any of the requested information provided by an applicant is false or misleading, the applicant in question will be disqualified.

Applicants shortlisted for an interview will be requested to supply documentary evidence in support of the statements made in the application. Do not, however, attach any supporting or supplementary documentation with your application until you have been asked to do so by Frontex.

Incomplete applications, applications uploaded after the deadline, sent by e-mail or applications using inappropriate or altered/manipulated application forms will be automatically disregarded by the system and will **not** be processed further.

Due to the large volume of applications, Frontex regrets that only applicants invited for the test and interview will be notified about the outcomes. The status of the recruitment procedure is to be found on Frontex website.

Due to high volume of selection procedures handled by Frontex, the period between the closing date for the submission of applications and the final shortlisting of applicants for an interview may take more than two months.

**The closing date (and time) for the submission of applications is provided on the title page of the Vacancy Notice.**

Please keep a copy of the automatically generated submission code that proves that you have submitted/uploaded your application to Frontex.

Applicants are strongly recommended not to wait until the last day to submit their applications. Frontex cannot be held responsible for any last-minute malfunction due to an overload of the system or for other technical issues applicants may eventually encounter in the very last moment before the deadline.