



External Vacancy Notice in the European Asylum Support Office (EASO)

REF.: EASO/2020/TA/012

Title of function	Senior E-Learning Project Officer
Type of contract	Temporary Agent
Function Group-Grade	AD 7

1. WE ARE

The European Asylum Support Office (hereinafter referred to as "EASO"), established by Regulation 439/2010¹, strengthens European Union (EU) Member States' practical cooperation on asylum, enhances the implementation of the Common European Asylum System (CEAS) and supports Member States whose asylum and reception systems are under particular pressure.

Specifically, EASO focuses on three main tasks:

1. Supporting practical cooperation among Member States on asylum mainly through training, quality activities, country of origin information (COI), statistics and analysis, specialised expert networks, practical cooperation workshops, thematic support on unaccompanied minors, trafficking in human beings and gender;
2. Supporting Member States under particular pressure through emergency support, including the deployment of asylum support teams to assist EU Member States in managing asylum applications and in putting in place appropriate reception facilities;
3. Contributing to the implementation of the CEAS by collecting and exchanging information on best practices, drawing up an annual report on the asylum situation in the EU covering the whole asylum procedure in EU Member States and adopting technical documents, on the implementation of the new EU asylum acquis.

The organisation chart of EASO can be consulted in the EASO Work Programme on EASO website (<https://www.easo.europa.eu/about-us/easo-organisation-structure>).

The headquarters of EASO are located at the Valletta Harbour (Malta).

¹ Regulation (EU) No 439/2010 of the European Parliament and of the Council of 19 May 2010 (OJ L 132, 25.5.2010, p.11).



2. WE PROPOSE

The Senior E-Learning Project Officer will be working in the E-Learning and Client Relations Management Sector. The E-Learning and Client Relations Management Sector sits under the Training Implementation Unit of the Training and Professional Development Centre (C2) of EASO. The Senior E-Learning Project Officer will:

1. Work in close cooperation with the Head of Sector to develop an eLearning plan for quality assurance and control processes for online and blended learning, including maintaining end-user online learning records;
2. Contribute to the design of strategic documents on a) e-Learning and b) Client Relations Management;
3. Independently manage e-Learning projects over the full project lifecycle and provide project status reports to all relevant stakeholders;
4. Perform business analysis, in close in cooperation with ICT Unit, to identify business needs and translate them into functional requirements for the delivery of online training on EASO's LMS and its integrated training tools and applications;
5. Carry out market research for innovative learning technology solutions to address the business needs of the Sector and the Centre, mainly concentrating on tools and system functionalities supporting the delivery of accredited e-Learning courses/programmes on EASO's LMS;
6. Draft concept papers and business cases to initiate and justify expenditure for projects or tasks related to Sector's products and services;
7. Draw up technical specifications for tender procedures and specific and consultancy contracts for eLearning products and services;
8. Design and facilitate training to internal and external stakeholders on the use of the e-Learning systems and tools, when required;
9. Keeping up to date with the latest eLearning trends in the industry;
10. Perform any other tasks, as required by the Head of Sector.

3. WE LOOK FOR

A) Eligibility criteria

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



1. Have a level of education which corresponds to completed university studies of at least 4 years attested by a diploma² and, after having obtained the university diploma, at least 6 years of appropriate professional experience, or

have a level of education which corresponds to completed university studies of at least 3 years attested by a diploma and, after having obtained the university diploma, at least 7 years of appropriate professional experience;
2. Be nationals of one of the Member States of the European Union, Liechtenstein, Norway and Switzerland;
3. Be entitled to their full rights as citizens;
4. Have fulfilled any obligations imposed on them by the laws on military service;
5. Possess a thorough knowledge (level C1 in all dimensions as per the Common European Framework of Reference for Languages or CEFRL) of one of the official EU languages and a satisfactory knowledge (level B2 in all dimensions as per the CEFRL) of another of these languages to the extent necessary for the performance of the duties pertaining to the post³;
6. Meet the character requirements for the duties involved⁴;
7. Be physically fit to perform the duties linked to the post⁵.

B) Selection criteria

If the eligibility criteria set out in section A) *Eligibility criteria* are met, the candidates' applications will be evaluated on the basis of the following selection criteria. The most suitable candidates will be invited to an interview.

Essential

1. Demonstrated professional experience of Project Management in the field of eLearning;
2. Demonstrated professional experience in administering Learning or Course Management Systems and a variety of integrated tools or applications for the design and delivery of online training, including online assessment;

² Only diplomas issued by EU Member State authorities and diplomas recognized as equivalent by the relevant EU Member State bodies are accepted. If the main studies took place outside the European Union, the candidate's qualification must have been recognized by a body delegated officially for the purpose by one of the European Union Member States (such as a national Ministry of Education) and a document attesting so must be submitted if you have been invited for an interview. This will enable the selection board to assess accurately the level of the qualifications.

³ See https://epso.europa.eu/how-to-apply/eligibility_en

⁴ Before the appointment, the successful candidate shall be asked to provide proof of a non-existent criminal record.

⁵ Before the appointment, the successful candidate shall be medically examined by one of the institutions' medical officers in order for EASO to ensure that he/she fulfils the requirement stated in Article 28(e) of the Staff Regulations of the Officials of the European Union.



3. Strong professional experience in drafting technical specifications for the outsourcing of services and mapping of business needs for e-Learning projects;
4. Extensive professional experience in liaising with vendors for the delivery of various eLearning related services and products, in an international context.

Advantageous

1. Proven professional experience in the administration of CRM (Customer Relationship Management) Systems;
2. Proven professional experience in administering a Moodle-based LMS for HR or Professional Development training;
3. Professional experience in a position related to the above mentioned duties within an international and multicultural work environment.

Evaluation during interviewing process

Candidates invited to the interviewing process (interview and written test) will be assessed based on the essential and advantageous criteria described in this Section⁶, and the following additional criteria relevant to the post:

1. Excellent project planning and organisational skills and the ability to prioritise work and deliver under pressure;
2. Strong analytical skills, ability to create viable solutions, innovation, and ability to execute to a high standard;
3. Ability to work effectively in a multidisciplinary team in a multicultural environment;
4. Very good understanding of the eLearning field and the different roles of professionals in it;
5. Strong technical drafting skills;
6. Ability to apply structured problem solving (taking a large, complex problem and breaking it down into components, involve others as needed);
7. Strong interpersonal skills, applicable to bringing together professionals from training and technical background;
8. Knowledge of the mission and organisation of EASO.

⁶ If applicable. Some of the selection criteria, which cannot be tested during the interview/test phase (for example post-graduate degrees), will be excluded from the assessment during the interview/test phase.



Excellent written and oral command of English, as well as ability to use electronic office equipment and applications (word processing, spread sheets, presentations, electronic communication, internet etc.) are essential. Candidates will also be assessed on the above through a written test.

4. SELECTION AND APPOINTMENT

The Regulation which provides the legal basis for EASO was adopted in May 2010 (Official Journal of the European Union L 132 of 29.5.2010).

Eligibility of candidates will be assessed by a Selection Committee according to compliance with all eligibility criteria by the closing date for the submission of applications.

The applications of the eligible candidates will also be assessed against the selection criteria. Following this assessment, the best ranking candidates may be invited for a written competency test and an interview, which will be held in English.

The interview will consist of the following components:

- General aptitude and language abilities to the extent necessary for the performance of their duties in accordance with Article 12.2(e) of the Conditions of Employment of other Servants of the European Union (CEOS);
- Specific competences with reference to the applicants' profiles in line with the selection criteria of the present Vacancy Notice.

Candidates invited to an interview will be required to bring **originals and copies** of the documents listed below:

- A document proving their citizenship (e.g. passport);
- Certificates attesting their educational and professional qualifications, in particular those giving access to the profile in question;
- Documentation evidencing the professional experience acquired after obtaining the qualification that enabled the candidate to be eligible for the post. The documents must clearly indicate exact dates of employment (start date and end date), type of employment (part-time or full-time) and the nature of the duties carried out.

Important note:

Due to the current COVID-19 situation, this selection procedure may be organised online. In such case, further information will be provided by EASO to candidates invited for an interview regarding the practical modalities for the assessment and the presentation of the above requested documents.

The Selection Committee will propose a shortlist of successful candidates to the Appointing Authority. These will then propose the most suitable candidate and establish a reserve list for the post in question. Candidates shall note that inclusion on the reserve list does not guarantee recruitment. Recruitment will be based on availability of posts and budget.



The reserve list for this post will be valid until 31 December 2020 and may be extended at the discretion of the Appointing Authority.

Prior to signing the contract, the successful candidate will be asked to undergo a compulsory medical examination by one of the institutions' medical officers which will enable EASO to ensure that he/she fulfils the requirement stated in Article 28(e) of the Staff Regulations of the Officials of the European Union.

5. EQUAL OPPORTUNITIES

EASO applies an equal opportunities policy and accepts applications without discriminating on the basis of gender, race, colour, ethnic or social origin, genetic features, language, religion, political or any other opinion, membership of a national minority, property, birth, disability, age or sexual orientation.

6. CONDITIONS OF EMPLOYMENT

The Temporary Agent will be appointed by the Executive Director, upon recommendation of the Selection Committee, following the selection procedure.

He/she will be recruited as a Temporary Agent according to Article 2(f) of the CEOS for a period of **5 years** which may be renewed. The Temporary Agent post in question will be placed in group AD 7.

Successful candidates who are recruited will undergo an initial probation period of nine months.

The pay for a **Temporary Agent, AD 7 (step 1)** consists of a **basic salary of 6.251.08 €** weighted by the correction coefficient (for Malta currently 92.0 %) supplemented with various allowances, where appropriate, such as expatriation and family allowances. The salaries of staff members are subject to a European Union tax deducted at source. Staff members are exempt from national tax on salary and are members of the European Union social security and pension schemes.

For further information on working conditions of Temporary Agents please refer to CEOS:
<http://eur-lex.europa.eu/LexUriServ/LexUriServ.do?uri=CONSLEG:1962R0031:20140101:EN:PDF>

The place of employment is **Valletta Harbour (Malta)**.

7. APPLICATION PROCEDURE

For applications to be valid, candidates shall:

- Use the official application form provided on the EASO website. The candidate is requested to fully complete all sections of the application form in English;
- Only EASO application forms sent to applications@easo.europa.eu will be accepted, any other CV format or email address or other channel will not be accepted;
- The subject of the e-mail should include the reference of this vacancy, followed by the candidate's surname. Only EASO application forms indicating a correct reference number and job title will be accepted.



Incomplete applications will be disqualified and treated as non-eligible. Candidates who use the same application to apply for more than one post will also be disqualified. Application forms must be modified according to the post in question.

Please note that the selection process may take several months.

In order to facilitate the selection process, all correspondence to candidates concerning this vacancy will be in English⁷.

Candidates should not approach, directly or indirectly, the Selection Committee under any circumstances in relation to this recruitment process. The Appointing Authority reserves the right to disqualify any candidate who disregards this instruction.

Closing date:

The closing date for submission of the applications is **06 July 2020 at 13:00h** (Malta time). EASO will disregard any application received after this date and time.

Applicants are strongly advised **not to wait until the date of the deadline** to submit their applications. EASO is not held responsible for any delays in submission of applications due to technical difficulties or any other factors that may arise.

If a candidate is found to have provided false information at any stage in the selection procedure, EASO is within its capacity to disqualify the candidate in question.

8. DATA PROTECTION

The purpose of processing of the data submitted by the candidate is to manage the application(s) of the candidate in view of a possible selection and recruitment at EASO.

EASO does not make public the names of successful candidates on reserve lists. However, it is possible that, for the purposes of recruitment and related planning purposes, members of the EASO management team may have access to reserve lists and, in specific cases, to the application form of a candidate (without supporting documents, which are kept in confidence by the personnel department). Application files of non-recruited candidates are kept for two years from the expiry date of the reserve list after which time they are destroyed.

The personal information requested will be processed in line with [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, and repealing Regulation (EC) No 45/2001 and Decision No 1247/2002/ECText with EEA relevance.

⁷ In case there are discrepancies between the different linguistic versions, the English version should be taken as the correct version.



9. APPEAL PROCEDURES

Pursuant to Article 90(2) of the Staff Regulations of Officials and the Conditions of Employment of Other Servants of the European Union, a candidate may submit a complaint against an act affecting him/her adversely. The complaint must be submitted within 3 months from the date of notification to the following address:

**The Executive Director
European Asylum Support Office
MTC Block A, Winemakers Wharf, Grand Harbour Valetta, MRS 1917
Malta**

Should the complaint be rejected, pursuant to Article 270 of the Treaty on the Functioning of the European Union and Article 91 of the Staff Regulations of Officials and the Conditions of Employment of Other Servants of the European Union, a candidate may request judicial review of the act. The appeal must be lodged within 3 months from the date of notification to the following address:

**Court of Justice of the European Union
Rue du Fort Niedergrünwald
L-2925 Luxembourg
Luxembourg**

If you believe that there was maladministration, you may lodge a complaint to the European Ombudsman within two years of the date when you became aware of the facts on which the complaint is based (see <http://www.ombudsman.europa.eu>), or write to:

**European Ombudsman
1, Avenue du President Robert Schuman - BP 403
F-67001 Strasbourg Cedex
France**

Please note that complaints to the European Ombudsman do not have the effect of suspending the period mentioned in Articles 90 and 91 of the Staff Regulations of Officials and the Conditions of Employment of Other Servants of the European Union for lodging complaints or submitting an appeal pursuant to Article 270 of the Treaty on the Functioning of the European Union.