



External Vacancy Notice

Reference: EUAA/2022/CA/004

Publication: External
Title of function: a) Operations Officer
b) Operations Officer – Reception Support
c) Operations Officer – Field Support
d) Operations Officer – Asylum Support
e) Operations Officer – International Cooperation
Category and grade: Contract Agent* – [FG IV]

1. European Union Agency for Asylum

The European Union Agency for Asylum (hereinafter "EUAA"), established by Regulation (EU) 2021/2303¹, is a centre of expertise by virtue of its independence, the scientific and technical quality of the assistance it provides and the information it collects and disseminates, the transparency of its operating procedures and methods, its diligence in performing the tasks assigned to it, and the information technology support needed to fulfil its mandate.

Specifically, the EUAA focuses on:

- Contributing to ensuring the efficient and uniform application of Union law on asylum in the Member States in a manner that fully respects fundamental rights.
- Facilitating and supporting the activities of the Member States in the implementation of the Common European Asylum System (CEAS), including by enabling convergence in the assessment of applications for international protection across the Union and by coordinating and strengthening practical cooperation and information exchange.
- Improving the functioning of the CEAS, including through a monitoring mechanism² and by providing operational and technical assistance to Member States, in particular where their asylum and reception systems are under disproportionate pressure.

The organisational chart of the Agency can be consulted on the EUAA's website at: <https://euaa.europa.eu/about-us/who-we-are>

* See Staff Regulations of Officials and the Conditions of Employment of Other Servants of the European Union at <http://eur-lex.europa.eu/LexUriServ/LexUriServ.do?uri=CONSLEG:1962R0031:20140101:EN:PDF>

¹ Regulation (EU) 2021/2303 of the European Parliament and of the Council of 15 December 2021 on the European Union Agency for Asylum and repealing Regulation (EU) No 439/2020, (OJ L 468, 30.12.2021, p. 1).

² Applicable legal provisions enter into force on 31 December 2023.





The Agency's headquarters are located in Valletta Harbour (Malta) with additional offices in Brussels, Italy, Greece, Spain and Cyprus.

2. Job description

The Operations Officer, Operation Officer – Reception Support, Operation Officer – Field Support and Operation Officer – Asylum Support will be working within the First Operational Response Unit – First Response Sector under the guidance of the Operations Coordinator. The Operations Officer – International Cooperation will be working within the International Cooperation Sector of the European and International Cooperation Unit.

Successful candidates may be assigned to a duty station in Malta, Spain, Italy, Cyprus or Greece. In addition, successful candidates may be deployed on long-term mission in Turkey, or a country in the Western Balkans or Middle East and North Africa (MENA) region. The positions in the Operational Support Centre require successful applicants to undertake short and/or long-term missions on a deployment basis to support different stages of the project management cycle dependent on EUAA's organisational needs and on a flexible basis.

Please indicate your preferred duty station(s) in the motivation letter section.

Very important note:

Candidates are required to **make a choice between one of the five profiles** (*Operations Officer; Operation Officer – Reception Support; Operation Officer – Field Support; Operation Officer – Asylum Support, Operations Officer - International Cooperation*). **Candidates who submit their application for more than one profile will be disqualified from the selection for all the profiles applied for.**

PROFILE A) OPERATIONS OFFICER

The *Operations Officer* will support in coordinating the implementation of the Measures of the Operational Plan and will support in coordinating and managing the activities under the First Operational Response Unit. The tasks are the following:

1. Provide general support to the coordination and management of activities of the Country Team;
2. Contribute to the activities related to asylum (access to asylum procedure, registration and backlog management of first and second instance cases) and temporary protection under the direct supervision of the Operations Coordinator and in line with EUAA Standard Operating Procedures (SOP);
3. Contribute to the activities related to reception and reception conditions under the direct supervision of the Operation Coordinator and in line with EUAA Reception Strategy;



4. Provide technical guidance to the teams based in the same office and/or based in different locations, for the adequate implementation of program activities of the Operating Plan's Measure under her/his responsibility;
5. Coordinate with other EUAA colleagues (e.g. Team Leaders, Vulnerability Team, Quality Officers) on asylum and reception-related matters and ensure the correct implementation of the SOPs and of all EUAA quality guidance, and participate in the amendment of the SOPs, workflows and templates if needed;
6. Supervise and ensure effective management of the teams' works, including timely scheduling of activities;
7. Support the Operations Coordinator and the unit in the design and planning of the annual and multi-annual Operational Plan or activities;
8. Ensure effective communication flow between the central office and teams/stakeholders in different locations;
9. Liaise with internal and external stakeholders and coordinate the relevant meetings involving asylum and/or reception institutions at local and/ or national level;
10. Support the effective monitoring and evaluation of the Office's operations at field level by developing, implementing and monitoring productivity reports and regular analytical and statistical reports of provided services and challenges in close coordination and collaboration with the horizontal teams concerned;
11. Perform any other tasks in the interest of the service, relevant for the specific profile.

PROFILE B) OPERATIONS OFFICER – RECEPTION SUPPORT

The *Operations Officer – Reception Support* will support in coordinating the implementation of the reception-related Measures of the Operating Plan and carry out reception support related activities. The tasks are the following:

1. Coordinate and provide support (in the field, on mission or from HQ) to the activities related to reception and reception conditions under the direct supervision of the Operations Coordinator and in line with EUAA Standard Operating Procedures (SOP) for one or more of the following areas of EUAA support:
 - Contribute to the provision of information on reception procedures and about applicants' rights and obligations, the vulnerability assessment and identification of special needs and any other activity related to reception and facilitate replies to their queries;
 - Contribute to the capacity building of the reception structure and the enhancement of reception conditions for third country nationals and follow-up of certain tasks in conformity with SOPs;
 - Performing daily administrative tasks relevant to the reception context;



2. Coordinate with other EUAA colleagues on reception-related matters and ensure the correct implementation of the Operating Plan, and participate in the amendment of the SOPs, workflows and templates if needed;
3. Supervise and ensure effective management of the teams' works, including timely scheduling of activities;
4. Support the Operations Coordinator and the unit in the design and planning of the annual and multi-annual Operational Plans or activities;
5. Ensure effective communication flow between the central office and teams/stakeholders in different locations and remain updated about reception procedures and practices;
6. Liaise with internal and external stakeholders and coordinate the relevant meetings involving reception institutions at local and/ or national level;
7. Contribute to the effective monitoring and evaluation of the Office's operations at field level by developing, implementing and monitoring productivity reports and regular analytical and statistical reports of provided services and challenges in close coordination and collaboration with the horizontal teams concerned;
8. Perform any other tasks in the interest of the service, relevant for the specific profile.

PROFILE C) OPERATIONS OFFICER – FIELD SUPPORT

The *Operations Officer – Field Support* will support in coordinating the implementation of the asylum and/or reception-related Measures of the Operational Plan and carry out field support-related activities. The tasks are the following:

1. Contribute to (in the field, on mission or from HQ) the coordination of multiple teams based in different locations in the implementation of programme activities and the delivery of programme outcomes;
2. Handle the daily planning of the operation;
3. Follow up on the identification of gaps, the implementation of practical solutions and the provision of information to the EUAA colleagues and management;
4. Contribute to the activities related to asylum (access to asylum procedure, registration and backlog management of first and second instance cases) and temporary protection under the direct supervision of the Operations Coordinator and in line with EUAA Standard Operating Procedures (SOP);
5. Contribute to the activities related to reception and reception conditions under the direct supervision of the Operation Coordinator and in line with EUAA Reception Strategy;



6. Supervise and ensure effective management of the teams' works, including timely scheduling of activities;
7. Support the Operations Coordinator and the unit in the design and planning of the annual and multi-annual Operational Plans or field activities;
8. Ensure effective communication flow between the central office, other EUAA colleagues and teams/stakeholders in different locations;
9. Liaise with internal and external stakeholders and coordinate the relevant meetings involving asylum and/or reception institutions at local and/ or national level;
10. Contribute to the effective monitoring and evaluation of the Office's operations at field level by developing, implementing and monitoring productivity reports and regular analytical and statistical reports of provided services and challenges in close coordination and collaboration with the horizontal teams concerned;
11. Perform any other tasks in the interest of the service, relevant for the specific profile.

PROFILE D) OPERATIONS OFFICER – ASYLUM SUPPORT

The Operations Officer – Asylum Support will be working within the First Operational Response Unit - First Response Sector under the guidance of the Operations Coordinator.

The Operations Officer – Asylum Support will support in coordinating the implementation of the asylum-related Measures of the Operational Plan, will carry out field support-related activities and will support in coordinating and managing the activities under the First Response Unit. The tasks are the following:

1. Coordinate and provide support to the activities related to asylum (access to asylum procedure, information provision, registration and backlog management of first and second instance cases) and temporary protection under the direct supervision of the Operations Coordinator and in line with EUAA Standard Operating Procedures (SOP) for one or more of the following areas of EUAA support:
 - Manage the provision of information on asylum and reception procedures and about applicants' rights and obligations for international protection or temporary protection and facilitate replies to their queries;
 - Contribute to the processing of first instance asylum applications or applications for temporary protection by third country nationals and follow up certain tasks in conformity with SOPs and relevant jurisdiction;
 - Contribute to the processing of appeals against first instance decisions concerning applications for International Protection by third country nationals and follow up certain tasks in conformity with SOPs and relevant jurisdiction;
 - Performing daily administrative tasks relevant to the asylum procedure;



2. Contribute to the establishment and implementation of a consistent asylum case workflow and case management;
3. Coordinate with other EUAA colleagues (e.g. Team Leaders, Vulnerability Team, Quality Officers) on asylum-related matters and ensure the correct implementation of the Standard Operating Procedures and of all EUAA quality guidance, and participate in the amendment of the SOPs, workflows and templates if needed;
4. Supervise and ensure effective management of the teams' works, including timely scheduling of activities;
5. Support the Operations Coordinator and the unit in the design and planning of the annual and multi-annual Operating Plans or activities;
6. Ensure effective communication flow between the central office and teams/stakeholders in different locations and remain updated about the asylum and reception developments, procedures and practices;
7. Liaise with internal and external stakeholders and coordinate the relevant meetings involving asylum institutions at local and/or national level;
8. Support the effective monitoring and evaluation of the Office's operations at field level by developing, implementing and monitoring productivity reports and regular analytical and statistical reports of provided services and challenges in close coordination and collaboration with the horizontal teams concerned;
9. Perform any other tasks in the interest of the service, relevant for the specific profile.

PROFILE E) OPERATIONS OFFICER - INTERNATIONAL COOPERATION

The *Operations Officer - International Cooperation* will be supporting the coordination and the implementation of capacity development support in non-EU partner countries within the International Cooperation Sector of the European and International Cooperation Unit. The tasks are the following:

1. Provide general support to the coordination and management of activities of the International Cooperation Sector, including facilitation and coordination of meetings, financial and budgetary matters, logistics, reporting and briefing preparation;
2. Support the Team Leaders and the Head of Sector in the design and planning of Third Country capacity development support in a timely and proactive manner, and remain updated about the asylum and reception developments, procedures and practices in relevant partner Third Countries;
3. Support the effective monitoring and evaluation of Third Country support by developing, implementing and monitoring productivity reports and regular analytical and statistical reports



of provided services and challenges in close coordination and collaboration with the horizontal teams concerned;

4. Coordinate with other EUAA colleagues (e.g., Team Leaders, Vulnerability Team, Quality Officers) on asylum and reception-related matters and if needed support the correct development and implementation of SOPs, workflows and templates in partner Third Countries and application of relevant EUAA quality guidance;
5. Liaise and coordinate with EU institutions, Agencies, Bodies, EU+ countries' and Third Countries' authorities, International Organisations and/or civil society organisations, practitioners, under the direction of the Head of Sector;
6. Support developments related to knowledge management tools;
7. Support the management of relevant External Dimension Networks;
8. Perform any other tasks in the interest of the service, relevant for the specific profile.

3. Requirements

A) Eligibility Criteria

Candidates will be considered eligible for selection based on the fulfilment of the following formal criteria, by the deadline for applications:

1. Have a level of education that corresponds to completed university studies of at least 3 years attested by a diploma³;
2. Be nationals of one of the Member States of the European Union, Liechtenstein, Norway and Switzerland;
3. Be entitled to full rights as an EU citizen;
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 CEFR) of one of the official EU languages and a satisfactory knowledge (level B2 in all dimensions as per the CEFR) of another one of these languages to the extent necessary for the performance of the duties pertaining to the post⁴;

³ Only diplomas issued by EU Member State authorities and diplomas recognised as equivalent by the relevant EU Member State bodies are accepted. If the studies determining eligibility took place outside the European Union, the candidate is required to present documentation attesting that their qualification is recognised by a European Union Member State body delegated officially for this purpose (such as a national Ministry of Education). Only candidates who have received an offer letter will be required to provide this documentation.

⁴ See https://epso.europa.eu/how-to-apply/eligibility_en



6. Meet the character requirements for the duties involved⁵;
7. Be physically fit to perform the duties linked to the post⁶.

B) Selection Criteria

If the eligibility criteria set out in section A) *Eligibility criteria* are met, the candidates' applications will be evaluated on the following selection criteria. These criteria have been subdivided into two categories: **Essential** and **Advantageous** Selection Criteria.

Please note that all Essential criteria are mandatory, meaning that no application will be assessed further if a candidate obtains a zero score in any of the Essential Criteria. The most suitable candidates with the highest overall scores will be invited to an interview.

PROFILE A) OPERATIONS OFFICER

Essential

1. Proven professional experience with tasks closely related to those described in '2. Job Description', in line with the job profile in question;
2. Proven professional experience in programme or project management;

Advantageous

1. Proven professional experience of asylum, reception and migration contexts and procedures.
2. University degree in the field of Law, Political Science, International Relations, Humanitarian and Social Studies or in other fields relevant to the profile;
3. Professional experience within national governments, international and multicultural organisations.

⁵ Before the appointment, the successful candidate shall be asked to provide proof of a non-existent criminal record.

⁶ Before the appointment, the successful candidate shall be medically examined by one of the institutions' medical officers which will enable EUAA to ensure that he/she fulfils the requirement stated in Article 28(e) of the Staff Regulations of the Officials of the European Union.



PROFILE B) OPERATIONS OFFICER – RECEPTION SUPPORT

Essential

1. Proven professional experience with tasks closely related to those described in '2. Job Description', in line with the job profile in question;
2. Demonstrated relevant professional experience in reception centres, the field of reception procedures, international protection and/or migration.

Advantageous

1. University degree in the field of Law, Political Science, International Relations, Humanitarian and Social Studies or other fields relevant to the job profile;
2. Previous experience within national governments, international, and multicultural organisations.

PROFILE C) OPERATIONS OFFICER – FIELD SUPPORT

Essential

1. Proven professional experience with tasks closely related to those described in '2. Job Description', in line with the job profile in question;
2. Proven field experience in the implementation and management of operational budgets, staff and other resources in field operations.

Advantageous

1. Good understanding of asylum, reception and migration contexts and procedures;
2. Previous experience within national governments, international and multicultural organisations.

PROFILE D) OPERATIONS OFFICER – ASYLUM SUPPORT

Essential

1. Proven professional experience with tasks closely related to those described in '2. Job Description', in line with the job profile in question;



2. Demonstrated relevant professional experience in providing information to or interviewing people looking for international protection and reviewing asylum cases (first or second instance).

Advantageous

1. University degree in the field of Law, Political Science, International Relations, Humanitarian and Social Studies or other fields relevant to the job profile;
2. Previous professional experience in similar tasks with local or national governments and stakeholders or international organisations.

PROFILE E) OPERATIONS OFFICER - INTERNATIONAL COOPERATION

Essential

1. Proven professional experience with tasks closely related to those described in '2. Job Description', in line with the job profile in question;
2. Proven professional experience in programme or project management;

Advantageous

1. University degree in the field of Law, Political Science, International Relations, Humanitarian and Social Studies or in other fields relevant to the profile;
2. Professional experience within national governments, international or multicultural organisations, on promoting government capacity, including with non-EU countries. This could include promoting institutional change, training government counterparts, or similar.
3. Proficiency in French at C1 level; or Serbian, Croatian, Albanian or Arabic at B2 level.

C) 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 Section, and the following additional criteria relevant to the post:

1. Excellent planning and organisational skills;
2. The ability to prioritise work and deliver under pressure;
3. The ability to work under minimal supervision on multiple tasks;



4. Excellent intercultural/interdisciplinary communication skills;
5. Excellent analytical capabilities and problem-solving skills;
6. Good communication skills and well-developed interpersonal skills;
7. Knowledge of the mission and organisation of EUAA;
8. Computer literacy, including MS Office applications (Word, Excel), use of internet and web-based applications;
9. Attention to confidentiality and integrity.

4. Recruitment process

The Regulation which provides the legal basis for the EUAA was adopted on 15 December 2021 (Official Journal of the European Union L 468 of 30.12.2021).

D) Identifying eligible candidates

After the deadline for submission of applications, the Selection Committee will verify the submitted applications against the eligibility criteria described in Section 3A (“Eligibility Criteria”). Applications satisfying these conditions will then be assessed against the “Selection Criteria” under Section 3B.

E) Further analysis of applications

Following this initial assessment, the Selection Committee will compare the applications of eligible candidates with reference to:

- The Selection Criteria (“Essential” and “Advantageous”);
- The overall quality of the application and the candidates’ suitability for the post when compared to the established job profile.

Please note that the Essential Selection Criteria are mandatory, and no application will be further assessed if one of these criteria is not satisfied.

The Selection Committee will then establish a shortlist of the most suitable candidates to be invited for a written test, an interview and/or other tests based on the order of merit. These assessments will be held in English and, where applicable, other languages. Due to the large volume of applications received, only shortlisted candidates invited to the interview and written test will be notified thereof.



F) Assessment phase

The assessment phase is composed of the following components:

- Technical competency written test and/or any other assessment deemed necessary for the post;
- Interview with the Selection Committee.

The assessment phase will be devised to evaluate 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 included in the Vacancy Notice.

Please note that only candidates who are successful in the interview and written test will have the possibility of being placed on the reserve list.

G) Verification of supporting documents

Only candidates who receive an offer letter will be required to present **originals or certified copies** of the documents listed below to confirm the accuracy and eligibility of the application against their supporting documents:

- A document proving their citizenship (e.g., passport);
- Any academic qualification mentioned in the application;
- Any professional experience mentioned in the application;

This selection procedure may be organised online. In such case, further information will be provided by the Agency to candidates invited for an interview regarding the practical modalities for the assessment.

H) Establishing a reserve list

A reserve list will be established based on the outcome of the assessment phase and will remain valid until the end of the current year from the date of its establishment.

The reserve list may be extended at the discretion of the Executive Director.

Candidates shall note that inclusion on the reserve list does not guarantee recruitment. Recruitment will be based on availability of posts and budget.

Prior to taking up duties, the successful candidate will be asked to undergo a compulsory medical examination by one of the institutions' medical officers which will enable the EUAA 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

The EUAA 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 Contract 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 Contract Agent according to Article 3a of the CEOS for a period of **2 years** which may be renewed, based to budget availability. The Contract Agent post in question will be placed in group **FG IV**.

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

The pay for a **Contract Agent FG IV (grade 13, step 1)** consists of a basic salary of **EUR 3,710.50** weighted by the correction coefficient (for Malta currently 92.0%; for Italy 94.1%; for Greece 83.7%; for Spain 95.2%; for Cyprus 81.2%) 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 Contract 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), Italy, Greece, Spain or Cyprus. In addition, successful candidates may be deployed on long-term mission in other EU+ Member states in which the Agency provides operational and technical assistance as well as Turkey, or a country in the Western Balkans or Middle East and North Africa (MENA) region.

7. Application procedure

All of the EUAA's vacancies can be found on our [Vacancies](#) page and online [e-Recruitment](#) tool. For applications to be valid, candidates shall use the EUAA's online e-Recruitment tool to create a candidate account, activate it and complete all sections of the application form, as detailed in the [User Manual](#) found on the landing page. Candidates are requested to complete their application in English.



Very important note:

Candidates are required to make a choice between one of the five profiles (*Operations Officer; Operation Officer – Reception Support; Operation Officer – Field Support; Operation Officer – Asylum Support; Operation Officer- International Cooperation*). Candidates who submit their application for more than one profile will be disqualified from the selection for all the profiles applied for.

Incomplete applications will be disqualified and treated as non-eligible. 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 English.

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

Closing date:

The closing date for the submission of applications is **30 August 2022 at 12:00pm** (noon - Malta time). The Agency 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. The EUAA 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, the Agency 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 the EUAA.

The Agency 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 Agency's management may have access to reserve lists and, in specific cases, to the application form of a candidate (without supporting documents, which are kept confidential by the Human Resources Unit). 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/EC.



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 Union Agency for Asylum
Winemakers Wharf,
Grand Harbour Valletta, 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 Niedergrünewald
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 Président 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.