



External Vacancy Notice

Reference: EUAA/2022/TA/016

Publication: External
Title of function: Head of Operational Support Centre
Category and grade: Temporary Agent* – AD 12

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>

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

* 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.





2. Job description

The Head of Operational Support Centre will be responsible for the following tasks:

1. Provide strategic advice to the Executive Director with regard to planning and the implementation of operational support initiatives in the area of asylum and reception in EU Member States;
2. Together with the Heads of Units in the Operational Support Centre, plan and evaluate EUAA operational activities delivered to EU Member States and third countries in accordance with the Agency's mandate;
3. Manage and supervise the Operational Support Centre in accordance with the policies of the EUAA;
4. Oversee the organisation and coordination of the Agency's operational and technical assistance in line with the Agency's mandate;
5. Provide strategic direction in the EUAA's achievement of agreed outcomes in a coordinated, planned, efficient, cost-effective, legal and sustainable manner;
6. Contribute to the development and implementation of the EUAA annual work programmes and execute the allocated budget accordingly;
7. Coordinate with the other Heads of Centres of EUAA to ensure smooth cooperation on issues within his/her competence;
8. Liaise with EU Institutions, Agencies, Bodies, International Organisations, Member States' authorities and civil society at the appropriate level;
9. Perform any other related tasks upon request of the Executive Director.

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 which corresponds to completed university studies of at least 4 years attested by a diploma and, after having obtained the university diploma, at least 15 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 16 years of appropriate professional experience³;

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 CEFRL) of one of the official EU languages and a satisfactory knowledge (level B2 in all dimensions as per the CEFRL) of another one of these languages to the extent necessary for the performance of the duties pertaining to the post⁴;
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.

Essential

1. Proven professional experience in a senior management position covering tasks similar to those listed under section 2 above, working in EU Member States' relevant authorities, International Organisations, European institutions, Agencies or Bodies;

³ 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.

⁴ See [General and Specific Eligibility Requirements | EU Careers \(europa.eu\)](https://europa.eu/europa/en/working/eu-careers)

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.



2. Possess a thorough understanding of the nature of operational support and capacity building in the area of migration;
3. Proven experience in establishing operational tools and procedures in the area of migration;
4. Experience of deployment mechanisms of experts in the area of migration;
5. Proven professional experience of operational planning, monitoring, and evaluation in the area of migration;
6. Proven professional experience in managing both human and financial resources, including budget planning and execution.

Advantageous

1. University degree in Management, Economics, Public Administration, EU affairs or similar;
2. Proven professional experience in managing a team of experts providing operational and technical support in the areas of asylum and reception;
3. Knowledge of and/or experience in project management methodologies, including risk management.

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. Ability to plan, set and revise objectives for the Centre within the overall strategic framework and ability to focus on priorities and to monitor and evaluate the progress made towards the defined objectives;
2. Ability to communicate clearly, effectively, and respectfully as well as having the ability to foster a strong service-oriented culture within a multicultural and multidisciplinary environment, including an ability to use effective conflict resolution skills when required;
3. Ability to motivate a team to achieve the desired results, to offer constructive regular feedback, to acknowledge success and identify the needs for further improvements in order to enable the achievement of objectives;
4. Ability to translate goals into detailed actions in a timely manner whilst giving importance to accuracy, quality and attention to details while performing all assigned tasks;
5. Ability to manage change processes and to present complex subjects to a diverse audience both orally and in writing;



6. Ability to work under pressure and with tight deadlines, to make timely decisions, to reprioritise tasks responding to changes in a rapidly evolving work environment;
7. Ability to assess risks and solve problems, fostering a strong sense of initiative and ability to put forward creative solutions in line with the strategic objectives of the Agency.

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).

A) 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.

B) 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.

C) 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;
- Assessment centre;
- Interview with the Executive Director.



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;
- Hands-on management skills will be analysed in an Assessment Centre, which will include group and individual exercises and activities as well as in-depth interviews. These will be provided by an external provider.

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. These candidates will then be asked to attend an assessment centre and an additional interview with the Executive Director.

D) 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.

E) 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 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 12**.

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

The pay for a **Temporary Agent, AD 12 (step 1)** consists of a **basic salary of EUR 12,178,90** weighted by the correction coefficient (for Malta currently 92%) supplemented with various allowances, including 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

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.

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 **29 November 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 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.