

VACANCY NOTICE - TEMPORARY STAFF

Reference number: RCT-2022-00110

Stakeholder Management Officer and Team Leaders in ETIAS Central Unit Division

Post (business title):	Stakeholder Management Officer and Team Leaders (two profiles) in ETIAS Central Unit Division (a reserve list to be created for multiple posts to be filled)
Sector/Unit/Division:	Coordination Office of ETIAS Central Unit Division (Stakeholder Management Officer); Application Handlers Unit (Team Leaders) in ETIAS Central Unit Division
Function group / Grade / Post title:	Temporary staff, AD6, Administrator ¹
Grade bracket for internal mobility ² :	AD5 - AD12
Grade for inter-agency mobility 1:	AD5 - AD6
Location:	Warsaw, Poland
Starting date:	April/May 2023 (desired)
Level of Security Clearance:	SECRET UE / EU SECRET
Closing date for applications	(MIDDAY) 25 January 2023 at 12:00 h3, Warsaw local time

1. BACKGROUND

The European Border and Coast Guard Agency (Frontex) has been established under the European Border and Coast Guard Regulation⁴. 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 to 2,500 to meet its expanding tasks.

The new European Border and Coast Guard Regulation provides for the establishment of a European Border and Coast Guard Standing Corps, which will consist of up to 10,000 operational staff by 2027, and will be deployed along the external land, sea and air borders of the European Union and the Schengen Area.

With the establishment of the Standing Corps - the first European law enforcement uniformed corps - Frontex offers a unique, pioneering opportunity to form part of the EU's operational arm for European integrated border management. The establishment and operations of the Standing Corps gives rise to various novel legal challenges and risks. The selected candidate will have a chance

¹ Type of post: Administrator.

² For 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.

³ Date of publication: 16 December 2022.

⁴ Regulation (EU) 2019/1896 of 13 November 2019 on the European Border and Coast Guard (OJ L 295, 14.11.2019, p.1).

to significantly contribute to the application of the EU law in this area by developing creative legal solutions in cooperation with internal and external partners.

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;
- 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.

In all its activities, Frontex enforces actions which are respecting fundamental rights as an overarching component of the European Integrated Border Management.

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

2. ETIAS CENTRAL UNIT DIVISION (ETIAS)

BACKGROUND

Around 1.4 billion people from 60 countries worldwide can currently benefit from visa-free travel to the European Union. With the ever-increasing number of travellers, the biggest challenge for border authorities in the EU is to ensure smooth movement of legitimate travellers, while detecting any illegal activity at the borders.

This is why the EU set up the European Travel Information and Authorisation System (ETIAS), dedicated to the non-EU travellers who are exempt from the visa requirement. ETIAS will help verify the applications of the travellers coming from those countries to assess whether they are entitled to enter the Schengen Area.

ETIAS will contribute to optimise border control procedures on arrival, shortening the time needed to cross the Union's borders. It will strengthen border management, reinforce the EU visa liberalisation policy and help prevent illegal immigration. It will also contribute to the fight against terrorism and organised crime. Currently, ETIAS is in the development phase and is expected to become operational by mid 2023. The upcoming year will be crucial for the creation of this system.

ETIAS CENTRAL UNIT DIVISION

Regulation (EU) 2018/1240 establishes the European Travel Information and Authorisation System (ETIAS), which will be used by millions of nationals from around 60 visa-free non-EU countries in order to get an authorisation to travel to the European Union (EU) starting in 2023.

The ETIAS Central Unit (ECU), a division within Frontex comprised by two units – the Applications Handlers Unit and the Assistance Centre Unit – and two offices – the Data Management Office and the Coordination Office, plays an important role in ensuring the internal security of the EU by working in close cooperation with the ETIAS National Units of those EU Member States, which apply the Schengen acquis, with the European Commission, eu-LISA and Europol.

The ECU is based in Warsaw, Poland, and will be operational 24 hours a day, seven days a week.

While it is expected that over 95% of authorisations will be granted automatically to the applicants within a few minutes, should the automated process generate a ‘hit’, the Central Unit will verify the application for a travel authorisation, remove any ambiguity about the match of an applicant with the reported hits and where necessary, trigger the manual processing by the relevant ETIAS National Unit.

Additionally, the interoperability (IO) legislative package was adopted in May 2019 and establishes a framework for interoperability between EU information systems in the fields of borders and visas, police and judicial cooperation, asylum and migration. The Central Unit plays an important role in this endeavour, namely concerning the processing of the legacy data of persons that was stored separately in the different EU information systems.

ETIAS Central Unit Division Coordination Office (CETIAS)

The tasks and activities of ETIAS are coordinated by the CETIAS. The CETIAS assists the Director of ETIAS and is managed by a Head of Office.

Main tasks:

- Providing horizontal coordination of the Division by managing the tasks and activities and ensuring their quality and timely delivery.
- Supporting strategic planning and managing budgetary and financial aspects within the scope of the Division.
- Participating in the coordination structure of the Agency by cooperating with the coordination offices of other divisions and with the Executive Management Bureau.
- Serving as the primary point of entry for communication with other entities of the Agency.

APPLICATION HANDLERS UNIT

The Application Handlers Unit (APP) is responsible for the processing of applications of third-country nationals who are required to possess an ETIAS travel authorisation when crossing the external borders of the European Union. The Data Management Office provides horizontal support to two Units in ETIAS (Applications Handlers Unit and Assistance Centre Unit).

Union and for re-categorising the yellow links in the multiple-identity detector (MID). It shall operate 24 hours a day, 7 days a week.

Main tasks:

- (a) Performing the verification of ETIAS applications which generated hits during their processing in the ETIAS Central System.
- (b) Reporting data inaccuracy for data management processing.

- (c) Launching the consultation with Member States and/or Europol, where appropriate.
- (d) Managing Europol's access requests and transmitting to the latter the requested data.
- (e) Managing the specifics of the ETIAS Central System's configuration.
- (f) Verifying the different identities in the multiple-identity detector (MID).

3. DUTIES AND RESPONSIBILITIES LINKED TO THE POST

Stakeholder Management Officer

Perform the following main tasks within the CETIAS:

- To support in the development of strategies to build a positive perception of ETIAS Central Unit among internal and external stakeholders
- To ensure the stakeholder engagement plans are implemented in line with the ETIAS stakeholder management strategy
- To provide a timely response to the enquiries of the stakeholders
- To maintain records of stakeholder engagements in the stakeholder database
- To create stakeholders' satisfaction survey to further improve stakeholder relations
- To prepare information materials for stakeholders including publications, leaflets and articles for the website
- To prepare information materials for stakeholders including publications, leaflets and articles for the website
- To support outreach activities and public information campaigns related to ETIAS among the wider public
- To support the continuous improvement process in the ETIAS Central Unit
- To perform any other tasks assigned by the Head of the ETIAS Coordination Office.

Team Leader

Perform the following main tasks within the APP:

- To process ETIAS applications;
- To supervise the daily work of the ETIAS Applications Handlers by providing leadership, guidance and expertise for operators;
- To support the Shift Manager in planning, managing and coordinating resources;
- To support the correct and timely processing of the ETIAS Applications;
- To contribute to ensure that the ETIAS Applications Unit operates in a 24/7 mode efficiently and effectively;
- To divide the workload amongst operators and report on activities performed and incidents during their shift;
- To support the Shift Manager in the configuration of the operational parameters in the ETIAS Central System in the system;
- To support and promote the constant improvement of the processes and procedures, also by reporting issues;
- To validate exceptions and deal with escalations raised, analyse them, and task the appropriate teams in ETIAS Central Unit;
- To support the resolution of issues by cooperation with external (eu-LISA, Europol, ETIAS National Units) and internal stakeholders (such as ICT, Corporate services etc.);
- To monitor the performance of the team members;

- To support the management of the handover (report) and take care of other relevant reporting obligations;
- To manage staff-related matters such as appraisal, leave and time management, etc.;
- To support the management and monitoring of the operations in order to continuously improve its performance as well as the quality of the service delivered;
- To perform any other tasks assigned by the Head of Application Handlers Unit.

4. QUALIFICATIONS AND EXPERIENCE REQUIRED

4.1. Eligibility criteria (for external applicants⁵)

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 **three years or more** (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 **3 years** of proven full-time professional after the 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-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 first two bullet points shall be taken into consideration as professional experience if the official documentation is provided.

- 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 the duties (Common European Framework of Reference for Languages: B2 level);
- 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;
- Have fulfilled any obligations imposed on him/her by the laws of the country of citizenship concerning military service.

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):

⁵ For 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) the eligibility criteria are defined in Article 12(2) of the CEOS.

4.2.1. Stakeholder Management Officer

4.2.1. a. Professional competences

1. University degree in Public Relations, Corporate Communications, Journalism, Marketing or another relevant field;
 2. At least 5 years of experience in stakeholder management or corporate communications
 3. At least 5 years of proven experience of high-level writing and editing information materials in English
 4. Proven experience in stakeholder management, engagement planning, communications and publications
 5. Certification in one of the main project management methodologies (e.g. PM2, PRINCE2, PMI);
 6. Excellent drafting skills, for the purpose of producing reports, briefing notes, concept papers, speaking points;
 7. Excellent analytical skills, in particular problem identification and capability to manage related actions necessary to successfully implement the solutions;
 8. Respect for fundamental rights and sound knowledge of its principles and their application.
- Besides, the following attributes would be considered advantageous:
9. Experience in outreach activities and public information campaigns.

4.2.1. b. Personal qualities and competences

10. Knowledge and use of English, in both verbal and written communication, at least at the level of B2 (according to the [Common European Framework of Reference for Languages](#));
11. Ability to cooperate and build relationships in a diverse environment and to liaise effectively with internal and external stakeholders, across hierarchical and professional lines;
12. Strong sense of initiative, responsibility and integrity, as well as constructive, positive and service oriented attitude;
13. Results-orientation and ability to find practical and creative solutions to arising issues;
14. Excellent negotiation and communication skills. Diplomatic tact and sensibility, including the ability to adjust to different audiences;
15. Respect for and enforcement of fundamental rights;
16. Ability to work in a fast-paced environment, prioritizing conflicting demands from multiple sources, and to provide sound advice on tight deadlines.

4.2.2. Team Leader in APP

4.2.2. a. Professional competences

1. Experience of at least 3 years as team leader in a project related to the delivery of new operational business capabilities with a focus on operational processes, procedures supported by an automated information system, as well as on sourcing, skills and training of the workforce;
2. Experience of at least 2 years in coordination of a team in more complex technical tasks;
3. Proven experience in managing teams comprising more than 10 staff members functioning on a 24/7 basis;
4. Experience of at least 1 year in the documentation of processes, the description of procedures and the development of functional requirements.
5. Respect for fundamental rights and sound knowledge of its principles and their application.

Besides, the following attributes would be considered advantageous:

6. Experience in product or service management relating to implementation of IT systems;
7. Experience in cooperation with EU institutions, EU Agencies, Member States, Schengen Associated and other Third Country authorities;
8. Familiarity with ETIAS, EES, VIS or Interoperability regulations.

4.2.2. b. Personal qualities and competences

9. Knowledge and use of English, in both verbal and written communication, at least at the level of B2 (according to the [Common European Framework of Reference for Languages](#));
10. Ability to cooperate and build relationships in a diverse environment and to liaise effectively with internal and external stakeholders, across hierarchical and professional lines;
11. Strong sense of initiative, responsibility and integrity, as well as constructive, positive and service oriented attitude;
12. Results-orientation and ability to find practical and creative solutions to arising issues;
13. Excellent negotiation and communication skills. Diplomatic tact and sensibility, including the ability to adjust to different audiences;
14. Respect for and enforcement of fundamental rights;
15. Ability to work in a fast-paced environment, prioritizing conflicting demands from multiple sources, and to provide sound advice on tight deadlines.

5. INDEPENDENCE AND DECLARATION OF INTEREST

The selected applicant(s) will be required to make a declaration of commitment to act independently in Union's 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 best the evaluated selection criteria will be shortlisted and invited for a competency test and an interview; the names of the members of the Selection Committee will be disclosed to the applicants invited for the test and interview. Only shortlisted candidates will be contacted;
- 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 relevance 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. Certain general competencies will not be tested for internal applicants interested in an internal mobility and for applicants from other EU Agencies interested in an inter-agency mobility. At least one part of the qualifying written test will be assessed based on anonymized answers;
- As a result of the interview and test, the Selection Committee will recommend the most suitable applicant(s) for the post in question to the Executive Director of Frontex. An additional

interview with the 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. Applicants should note that the placement on the reserve list does not guarantee an employment offer.
- Each interviewed applicant will be notified in writing on outcome of his/her application.

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

Applicants may be requested to present, at any stage of the selection, documents which will support the information contained in their application form such as originals of their diploma(s), evidence of professional experience clearly indicating the starting, finishing dates and scope of work and workload. Failure to provide such evidence may lead to disqualification of the respective part of the application.

8. APPOINTMENT AND CONDITIONS OF EMPLOYMENT

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

In order to be engaged, the appointed applicant shall:

- Be available for the job at short notice (not later than 4 months after the job offer is made);
- Produce the appropriate character references as to his/her suitability for the performance of 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;
- Be physically fit to perform the duties⁶.

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: **AD6**⁷.

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.

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.

⁶ 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.

⁷ 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.

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

Function group, grade and step	AD6 Step 1	AD6 Step 2
1. Basic net/payable salary (after all deductions, contributions and taxes are applied)	3 275 EUR 14 802 PLN	3 395 EUR 15 345 PLN
2. Other possible monthly entitlements/allowances, depending on the personal situation of the candidate (expressed as gross amount weighted by 72.3 correction coefficient applicable for Poland):		
b. Household allowance	229 EUR 1 037 PLN	233 EUR 1 053 PLN
c. Expatriation allowance	672 - 861 EUR 3 035 - 3 890 PLN	700 - 890 EUR 3 163 - 4 020 PLN
d. Dependent child allowances for each child	318 EUR 1 436 PLN	318 EUR 1 436 PLN
e. Preschool allowance	78 EUR 351 PLN	78 EUR 351 PLN
f. Education allowance for each child up to	431 EUR 1949 PLN	431 EUR 1949 PLN

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 72.3). It can be paid either in EUR or in PLN according to a fixed exchange rate (currently 4.5193 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 %.

An accredited European School⁸ operates in Warsaw as of September 2021 to allow dependent children of all Frontex statutory staff (including Polish nationals) to attend a (tuition-free) European-type multilingual education. The school is opening gradually, and the complete education cycle (from Nursery to Secondary level finishing with the European Baccalaureate exam) will be available in September 2024.

Moreover, the headquarters agreement with the Polish authorities is effective as of 1 November 2017. Under this agreement the Polish authorities may provide the following main benefits to Frontex expatriate staff⁹:

(a) in case the appropriate education level is not available yet for a child in the accredited European School in Warsaw - reimbursement of tuition cost of each dependent child 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).

Staff is entitled to annual leave of two working days per each complete calendar month of service and to additional days of leave depending on the grade and age. Moreover, two and a half leave days are granted every year to the staff members entitled to the expatriation or foreign residence allowance for the purpose of visiting their home country. In addition, there are on average 18 public holidays days 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.

⁸ More detail on the European Schools system available here [About the Accredited European Schools \(eursc.eu\)](#).

⁹ Staff of non-Polish nationality and non-permanent residents.

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. 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.

Frontex requires selected candidates to undergo a vetting procedure executed by the National Security Authority of the candidates' state of citizenship in order to obtain a personnel security clearance. The level of the latter depends on the specific post/position. For this post, the **required level of clearance is specified on the title page of the Vacancy Notice**. Candidates who currently hold a valid personnel 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. The National Security Authority of the candidate shall provide Frontex, with an opinion or a personnel security clearance in accordance with relevant national legislation. In case selected candidates do not currently hold a valid security clearance at the above-mentioned level, Frontex will request such from the National Security Authority of the candidates' state of citizenship. In case of a failure to obtain the required personnel security clearance 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 is defined in the CEOS¹⁰.

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 Unit, within the Governance Support Centre of Frontex. The controller for personal data protection purposes is the Head of the Human Resources 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, Inspection and Control Office, external parties directly involved in the selection process or to respective experts in ICT (in case of technical issues with the application). For the purposes of safeguarding the financial interests of the Union, your personal data may be processed by the Frontex Internal Audit Capability, the Internal Audit Service of the European Commission, the European Court of Auditors, the Financial Irregularities Panel and/or the European Anti-Fraud Office (OLAF).

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.

¹⁰ In particular the provisions governing conditions of engagement in Title II, Chapter 3.

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 from the 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 Unit at jobs@frontex.europa.eu or Frontex Data Protection Officer at dataprotectionoffice@frontex.europa.eu.

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

10. FEEDBACK, REVIEW, APPEAL AND COMPLAINT PROCEDURE

Each applicant may request feedback on assessment of his or her application or lodge a complaint if he/she considers that he/she has been adversely affected by a particular decision related to the selection procedure.

For more information go to <https://frontex.europa.eu/careers/how-to-apply/appeal-procedure/>.

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:

- 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 2021.001.20155. You may download a free version here: <https://get.adobe.com/uk/reader/>).
- **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.
- 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.
- Be saved and named as follows: 'SURNAME_RCT-2022-00110'.
- **Be submitted to Frontex - after saving - by uploading it to this URL link:**
<https://microsite.frontex.europa.eu/en/recruitments/RCT-2022-00110>
- 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.

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 selection 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.