

Vacancy Notice

Administrative Assistant (CA FG III)

Ref. ENISA-CA-III-2017-10

The Agency welcomes applications from highly motivated candidates to contribute to the development of the European Union Agency for Network and Information Security (ENISA).

Please send us your applications by no later than 06/11/2017 at 16:00 (Heraklion, Greece local time).

1. The Agency

The Agency is a centre of expertise for cyber security in Europe.

ENISA is actively contributing to a high level of network and information security (NIS) within the Union, since it was set up in 2004¹, to the development of a culture of NIS in society and in order to raise awareness of NIS, thus contributing to proper functioning of the internal market.

ENISA in priority focuses on five main axes:

- Collecting and analysing data on security incidents and emerging risks in Europe;
- Assisting and advising the Commission and the Member States in their dialogue with industry to address security related problems and, when called upon, in the technical preparatory work for updating and developing Community legislation in the field of network and information security;
- Promoting best practices, risk assessment and risk management, training and awareness raising actions;
- Encouraging co-operation between different actors, developing and maintaining contact with institutions, the business community and consumer organizations, notably through public/private partnerships;
- Tracking the development of standards for products and services in the field of network and information security and promoting their use.

ENISA is located in Heraklion (the agency's official seat) with an operational office in Athens (Greece). The place of employment for the **Administrative Assistant** is **Athens**.

ENISA's staff are expected to be reasonably mobile in order to respond to the needs of the Member States on the basis of planned as well as ad hoc needs.

Further information about ENISA may be found on our website: <http://www.enisa.europa.eu/>

¹ Regulation (EU) No 526/2013 of the European Parliament and of the Council of 21 May 2013, repealing Regulation (EC) No 460/2004, (OJ L 165/41, 18.06.2013).

2. Job description

The Administrative Assistant will be deployed in one of the ENISA Department/Unit depending on the business needs and will be in charge of the day-to-day general administration and other equivalent technical tasks.

Key responsibilities:

- Provide overall administrative support and assistance in business processes including effective document and record management;
- Assist in the drafting of administrative files / notes / minutes / rules / guidelines / reports / correspondence / letters, etc and keep track of work in progress / deadlines ensuring proper follow-up;
- Provide logistic and administrative support for organising meetings / travel and missions /conferences / workshops / trainings including facilities arrangements, preparation of agendas, documents and presentations, sending invitations, reimbursement of experts, etc;
- Act as financial initiator and assist in financial administration;
- Facilitate the planning and production of statistics / data / monitoring reports and other documentation regarding the administrative operation of the Department / Unit;
- Take part/support of ad-hoc projects related to areas of responsibilities within the Department / Unit;
- Perform any other administrative tasks, as deemed necessary.

3. Qualifications and experience required

3.1. Eligibility Criteria

- A level of post-secondary education attested by a diploma², or
- A level of secondary education attested by a diploma giving access to post-secondary education, and appropriate professional experience of three years;
- Thorough knowledge of one of the official languages of the European Union and a satisfactory knowledge of another official European language³

² Only diplomas issued by EU Member State authorities and diplomas recognised 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 recognised 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 Recruited candidates shall be required to demonstrate before their first promotion the ability to work in a third European Community language.

In addition, in order to be eligible a candidate must:

- Be a national of one of the Member States of the European Union;
- Be entitled to his/her full rights as a citizen⁴;
- Have fulfilled any obligations imposed by the applicable laws concerning military service;
- Be physically fit to perform the duties linked to the post⁵.

3.2. Selection criteria⁶

High Scoring Criteria (5 points per criterion)

- At least two (2) years of proven professional experience in an administrative / secretarial support or personal assistant role;
- Proven professional experience in drafting and formatting documents (e.g. correspondence / reports / minutes / administrative notes, etc.) in English;
- Demonstrated experience in maintaining effective document and record management including archiving and filing;
- Proficiency in the use of Microsoft Office;
- High degree of organisational skills with a flare of accuracy and attention to details;
- Strong service-oriented attitude with the ability to work co-operatively with other and to relate well to people at all levels;
- Ability to remain effective under a heavy workload and to maintain a positive / constructive outlook at work;
- High sense of confidentiality, discretion and integrity.

⁴ Prior to the appointment, the successful candidate will be asked to provide a certificate issued by a competent Member State Authority attesting the absence of any criminal record.

⁵ Before appointment, the successful candidate shall be medically examined in line with the requirement of Article 28(e) of the Staff Regulations of Officials of the European Communities.

⁶ All high scoring and low scoring criteria are evaluated in order to identify the candidates to be invited for an interview. Only candidates scoring above the threshold to be set by the Selection Board will be invited for an interview. Therefore, candidates are recommended to give evidence of their knowledge by specific examples and/or detailed professional experience in the application form in order to be evaluated in the best possible way. To that purpose candidates are requested to be as detailed and as clear as possible in the description of their professional experience and specific skills and competences.

Low Scoring Criteria (2 points per criterion)

- Familiarity with the EU public administration environment and its working methods, regulatory framework (such as the EU Financial Regulations, the EU Staff Regulations), tools (such as ABAC);
- Experience in working in an international environment of more than 3 years;
- Knowledge of additional EU languages.

4. Selection procedure

The selected candidate will be appointed to a position according to the needs of the Agency, on the basis of the reserve list of candidates, proposed by the Selection Board and established following an open selection process involving interviews and tests.

More specifically, the Selection Board decides on those candidates who are admitted to the selection procedure in accordance with the requirements as specified in the vacancy notice. The applications of the candidates admitted to the selection procedure are reviewed and the Selection Board decides on those candidates who are invited to attend an interview. The Selection Board adheres strictly to the conditions of admission laid down in the vacancy notice when deciding whether or not candidates are to be admitted. Candidates admitted to a previous selection procedure will not automatically be eligible. Should the Selection Board discover at any stage in the procedure that the candidate does not meet one or more of the general or special conditions for admission to the selection procedure or that the information on the application form does not correspond with the supporting documents, the candidate will be disqualified.

Candidates may be asked to undergo a written test; should this be the case, candidates will be informed in advance. The activity of the Selection Board ends with the drawing of a reserve list of suitable applicants to occupy the position advertised. The reserve list may be used to recruit staff for positions in the areas referred to in this vacancy. Candidates should note that inclusion on the reserve list does not guarantee recruitment.

Shortlisted candidates may be required to undergo a personality test.

The reserve list will be valid until 31/12/2018 and may be extended by decision of the Executive Director for a further 12 months.

Each candidate will be informed by e-mail whether they have been placed on the reserve list. Candidates placed on the reserve list will be asked to fill a specific form informing the Appointing Authority of any actual or potential conflict of interest⁷. If a letter of intention is issued, candidates must undergo a compulsory medical examination to establish that they have the standard of physical fitness necessary to perform the duties involved and they must provide original or certified copies of all relevant documents.

It is strictly forbidden for the candidates to make any contact with the Selection Board, either directly or indirectly. Any infringement to this rule will disqualify the candidate from the competition.

⁷ In compliance with Article 11 of the Staff Regulations of Officials and Conditions of Employment of Other Servants of the European Union.

All enquiries or request for information in relation to the competition, including details about candidates' results⁸ should be addressed to the following email address recruitment@enisa.europa.eu.

5. Conditions of Employment

The successful candidate will be recruited as a member of the contractual staff, pursuant to Article 3a) of the Conditions of Employment of Other Servants of the European Union, for a period of three years or until the end of the Agency's mandate whichever is the earliest. This contract may be renewed for a period of 5 years with the possibility of an indefinite contract at the end of the renewal.

The appointment will be in Function Group III. The grade will be determined in accordance with the number of years of experience of the successful candidate.

Successful candidates, who are recruited, shall undergo an initial probation period of 9 months. For reasons related to the Agency's operational requirements, the successful candidate will be required to be available at the shortest possible notice.

The pay of staff members consists of a basic salary⁹ supplemented with various allowances, including family allowances, etc. The indicative basic monthly salary for Function Group III, grade 8, step 1 is 2619.87 EUR. This salary will be weighted by the corrective coefficient affected to the hosting country of the agency. The current corrective coefficient is 79.3 % which will be reviewed yearly with possible retroactive effect.

Other benefits include:

- Special ID card, issued by the Greek Ministry of Foreign Affairs;
- Special car license plates (for certain grades);
- Additional financial support for the education of children "subject to budget availability";
- VAT exemption allowance on certain goods for a period of 2 years;
- Statutory staff who have completed at least 10 years of service or reached pensionable age, are entitled to a pension under the pension scheme of the European Union institutions (PSEUI).

Further information on working conditions of Temporary staff and Contract staff can be found in the [Staff Regulations of Officials and the Conditions of Employment of Other Servants](#).

⁸ This request for further information does not influence the timeline for lodging an appeal under Article 90 (2) of Staff Regulations of Officials and Conditions of Employment of Other Servants of the European Union.

⁹ Basic Salary: there is a basic salary scale for each grade, divided into a number of steps. The final step is defined according to the total number of years of experience starting from the education certificate/degree giving access to the position.

6. Community Tax

The salaries of staff members are subject to a Community tax deducted at source. Staff members are exempt from national tax on salary and are members of the Community social security and pension schemes.

For additional information about salaries, deductions and allowances please consult the [Staff Regulations of Officials and the Conditions of Employment of Other Servants](#).

7. Data protection

The purpose of processing the data you submit is to manage your application(s) in view of possible pre-selection and recruitment at ENISA. ENISA does not publish personal data of candidates. Personal data is processed by and accessible to authorised ENISA personnel. Personal data submitted is kept confidential. ENISA adheres to and is regulated under [Regulation \(EC\) N°45/2001](#) of the European Parliament and of the Council of 18 December 2000 on the protection of individuals with regard to the processing of personal data by the European Union institutions and bodies. ENISA is supervised by EDPS, <http://www.edps.europa.eu>. For any further enquiries you may contact the Data Protection Officer at: dataprotection@enisa.europa.eu

Candidates are invited to consult the [privacy statement](#) which explains how ENISA processes personal data in relation to recruitment selections.

8. Equal opportunity

ENISA is an equal opportunities employer and accepts applications without distinction on the grounds of sex, racial or ethnic origin, religion or belief, age or sexual orientation, marital status or family situation. Applications from women and disabled candidates are encouraged. The staff is recruited on the broadest possible geographical basis from among nationals of all Member States of the European Union.

9. Complaints

If a candidate considers that he or she has been adversely affected by a particular decision, they can lodge a complaint under Article 90(2) of the [Staff Regulations of Officials and Conditions of Employment of Other Servants of the European Union](#), within 3 months from the date of notification to the following address:

Executive Director
ENISA
To the attention of Head of Stakeholder Relations and Administration
1 Vasilissis Sofias
Marousi 151 24
Attica, Greece.

Should the complaint be rejected, pursuant to Article 270 of the [Treaty of the Functioning of the European Union](#) and Article 91 of the [Staff Regulations of Officials and 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:

Registry
The General Court
Rue du Fort Niedergrünewald
L-2925 Luxembourg
Luxembourg

Please note that the Appointing Authority does not have the power to amend the decisions of a Selection Board. The General Court has consistently held that the wide discretion enjoyed by Selection Boards is not subject to review by The General Court unless rules which govern the proceedings of Selection Boards have been infringed. For details of how to submit an appeal, please consult the website of The General Court: <http://curia.europa.eu>

It is also possible to complain to the European Ombudsman pursuant to Article 228 of the [Treaty on the Functioning of the European Union](#) as well as the [Statute of the Ombudsman](#) and the implementing Provisions adopted by the Ombudsman under Article 14 of the Statute.

European Ombudsman
1 Avenue du President Robert Schuman
CS 30403
67001 Strasbourg Cedex
France

<https://www.ombudsman.europa.eu/>

Please note that complaints made to the Ombudsman have no suspensive effect on the period laid down in Articles 90 (2) and 91 of the [Staff Regulations](#) for lodging complaints or for submitting appeals to the Civil Service Tribunal pursuant to Article 270 of the [Treaty of the Functioning of the European Union](#). Please note also that under Article 2(4) of the [General conditions governing the performance of the Ombudsman's duties](#), any complaint lodged with the Ombudsman must be preceded by the appropriate administrative approaches to the institutions and bodies concerned.

10.Submission of applications

For an application to be valid candidates **shall**:

- Use the official application form published with this vacancy. Applicants may use any of the official languages of the European Union to complete the form, however it is **highly recommended** to submit the applications in English, which is the working language of ENISA. The format of the PDF application form must not be changed.
- Submit their application within the set deadline through the web-site of ENISA or by e-mail to: ENISA-CA-III-2017-10@enisa.europa.eu;
- Indicate in the subject of the e-mail: **ENISA-CA-III-2017-10**

Incomplete applications will be disqualified and treated as non-eligible. Candidates should submit a separate application for each vacancy they want to apply for.

At this stage of the selection procedure candidates are not required to send any additional supporting documents with the application (i.e.: copies of your ID-card, educational certificates, evidence of previous professional experience etc.).

Please note that the selection process may take several months. Status of the selection procedures can be consulted at: <https://www.enisa.europa.eu/recruitment/vacancies/status-of-previous-vacancies>

The **closing date** and time for the submission of applications is:

Monday, 6th November 2017 (16h00 Heraklion, Greece local time).

Published on ENISA website: 01/09/2017