

Contract Agent FG II
Administrative Agent – Administrative Support – Laissez-Passer & Visas Front Office

Important Information:

Potential applicants must be registered in one of the relevant calls for expression of interest for Contract Agents (CAST Permanent) corresponding to the Function Group of the position.

For more information, please consult the website of the [EPSO \(European Personnel Selection Office\)](#).

Pre-selected applicants who have not passed the relevant EPSO selection procedure (CAST Permanent) would be invited to do so.

Type of contract: Contract Agent 3a

Job No.: 401254

Grade: FG II

Unit/Team: PMO.5.003

Working place: Brussels

Publication: from **26/09/2023** to **06/10/2023** until 18.00 hours Brussels time

We are:

PMO.5.003:

The mission of the PMO (Paymaster Office or Office for the administration and payment of individual entitlements) is to provide a high-quality and user-friendly service to beneficiaries by promptly and accurately managing, determining and paying individual rights and expenses (e.g., salaries, pensions, sickness insurance reimbursements and mission expenses).

The PMO.5 Unit, located in Luxembourg includes 3 sectors: Sickness insurance III (001), Travel management (002), Laissez-Passer and Visas (003).

The vacant post to be filled is in the sector of the Laissez-Passer and Visas (003), located in Brussels, near Schuman (Rue Breydel 25). This sector of about 9 dynamic people is in charge of the operations of the central services supporting the issuance of the new format of the EU Laissez-Passer (EU LP) and the collection of visas for mission performers and staff posted in delegations. Our customers are the European Commission, other EU institutions, and agencies having signed an agreement (SLA) for these matters.

The IT infrastructure for the issuance of the EU LP is dedicated and isolated for security reasons. The EU LP Central Service in Brussels is part of an inter-institutional project with two other enrolment and delivery centers (Luxembourg and Frankfurt), a production site ran by an external contractor and the Joint Research Center in Ispra assuring the Certification Authority for digital encryption. The EU Laissez-Passer is used within the whole world and is a travel document associated to electronic passports.

The Visa Central Service assures the handling of visa requests, the tour of the embassies in Brussels for deposit and retrieval of travel documents needing a visa and the production of several official documents linked to passports and visits in third countries. The Visas service is sustained by a dedicated software application/module in MiPS.

We propose:

A Contract Agent FG II interesting position as an **Administrative Agent** who will join the team in charge of the full process necessary to issue EU LPs for members, personnel and family members of EU institutions, agencies and bodies and to seek visas for missions or postings. As all members of the Front Office team, the candidate will participate as agent to the operational duties of the EU LP & Visa Central services in conformance with the segregation of roles this business implies. This position will primarily take over the expertise in EU LP requests and archiving. Working under the supervision of an official or a temporary agent, the Administrative Agent will:

- Enrol the EU LP applicants.
- Verify the laissez-passer documents (LPs).
- Deliver the LPs in Brussels, and the related tasks for the good administration of issued LPs during their full lifecycle (until destruction).
- Support the mission performer in their visa request (reception of visa request and encoding in MiPS).
- Draft/Prepare the “Note Verbale” accompanying visa requests.
- Perform, occasionally, the embassy tour, deposit and retrieve travel documents.
- Deliver the document with visa affixed.
- Draft documents linked to Visa or passports.

This position is under administrative supervision by the team leader of the Front Office.

Pending the granting of a valid security authorisation (security clearance), the job includes other activities in relation with the core business activities of the service, like signing electronically orders for production and transmitting sensitive files.

Since this service is atypical in the Commission, an internal training is provided at the beginning to be able to handle the dedicated infrastructure and master the IT applications in use. Regular reminding trainings and sessions are organized by the service or the external contractor. Particularly to this vacancy, a hand-over/take-over/shadowing of several weeks with an experienced Visa agent will take place before the end of the year.

The EU LP & Visas Central Services welcomes the applicants and partners from 08:30 until 16:30 every working day.

Please note that, in 2024 a temporary task-force will be created in PMO to manage the end of service of Parliamentary Assistants. Successful candidates may be attached temporarily to this team offering them the possibility to discover a different angle of PMO activities.

Please be aware that the selection panel will be organized a few days after the closure of the vacancy.

We look for:

A well-organised, proactive, dynamic and motivated colleague. He/she will be required to provide customer service with due regard for confidentiality, with a good knowledge and understanding of the different EU bodies. Several years of experience in the field of travel and mission performance are an asset. An experience with visa requests and interactions with embassies/consulates is also valuable for this position. Candidates should be familiar with missions' procedures and the protocol in use for Foreign Affairs.

In addition, he/she will demonstrate:

- Good organisational and planning skills;
- Proven ability to take initiatives and propose pragmatic solutions;
- A sense of teamwork and collaboration;
- Autonomy and pro-activity;
- Good ability to communicate clearly and in a structured manner both orally and in writing with rigour and precision;
- Strong ability to work under pressure when necessary and to adapt to different situations;
- Flexibility with regard to new requirements, procedures, technologies;
- Analytical capacity;
- Experience and ease with IT solutions and Office applications.

The holding of a security clearance (SECRET UE/EU SECRET) would be an asset and shall be requested if selected without it.

Please note that the PMO places great importance to customer service. The selected candidate is expected to be client-oriented and might be required, in the interest of the service, to work directly with customers, for instance, in front office team.

The main working languages are French and English, and the knowledge of other EU languages is beneficial for the service taking into consideration the population of customers we welcome.

Contacts:

Contact person: Francis DESCHRIJVERE, Head of Sector (tel. +32 2 29 64717);
francis.deschrijvere@ec.europa.eu

Eligibility criteria:

On the closing date for application, candidates must meet the following conditions:

- a. be a national of one of the Member States of the Union and enjoy full rights as a citizen;
- b. fulfilled any obligations imposed by the laws concerning military service;
- c. produce the appropriate character references to suitability for the performance of the duties;
- d. be physically fit to perform duties;
- e. produces evidence of a thorough knowledge of one of the languages of the Union and of a satisfactory knowledge of another language of the Union to the extent necessary for the performance of duties.
- f. GF II : Have a level of post-secondary education attested by a diploma, or a level of secondary education attested by a diploma giving access to post-secondary education, and appropriate professional experience of at least three years.

Only qualifications issued or recognised as equivalent by EU Member State authorities (e.g., by the Ministry of Education) will be accepted. Furthermore, before recruitment, you will be required to provide the documents that corroborate your eligibility and the information in your application form (diplomas, certificates and other supporting documents).

Order of consideration of candidates:

1. Candidates working under the same type of contract/in the same function group for at least two years in an administrative office (OIB/OIL/PMO/EPSO). Please note:

As this is an instance of internal mobility, the contractual conditions remain unchanged. These conditions are governed by the CEOS (Conditions of Employment of Other Servants) and GIPs (general implementing provisions) for contract staff.

2. Candidates working in the same function group and under the same contract type (CA 3a) in an executive agency;
3. If no candidates listed under (1) and (2) are suitable for the position:
 - a. Successful candidates on the list from a PMO panel will first be called on for this profile.
 - b. If necessary, a panel will be organised for the required profile. In order to be eligible, candidates must have passed a complete CAST test in the published function group, which excludes those who responded to the 2013 call for expressions of interest.
 - c. Candidates not fulfilling the above-mentioned conditions but whose education and previous experience meet the requirements set in the vacancy notice and the job description may be invited to participate in a CAST competition in the published function group.

How to apply

By the closing date for applications, candidates should send their application to:
PMO-PUBLICATIONS-AC@ec.europa.eu

Only applications fulfilling the following requisites will be considered:

- **Subject of the email:**
SURNAME – Job Nr 401254 – PMO.5.003
(Please replace SURNAME with your first family name in capital letters)

- **CV and Motivation letter in a unique PDF document by using a PDF merger.**
The name of the file must be:
SURNAME - Job Nr 401254 – Application
(Motivation Letters in different documents or in the email body won't be taken into account)¹

Please send your CV preferably in [Europass format](#) including the following information at the end of the document:

- **List of references:** if available, please indicate the contact details of minimum two references for the most recent and/or most relevant professional experiences (Please ask consent of the person before disclosing their contact details).
- **CAST:** please indicate your Applicant No. as indicated in your EPSO account and the status of your CAST test (successful/not tested/failed)

Selection procedure

No applications will be accepted after the closing date of the vacancy.

Candidates need to succeed in an [EPSO CAST Permanent](#) test relevant to the function group.

Should you be invited for test, the request to sit the EPSO CAST test does not commit in any way the European Commission to invite you for a selection panel or offer you a Contract Agent position, should you succeed the test.

The selection panel will pre-select a limited number of candidates based on the submitted CV and motivation letter.

The pre-selected candidates will be invited for interview and written test soon after the closing date for application. Instruction on the written test will be provided during the interview. Please be aware that the selection panel will be organised soon after the closure of the vacancy.

Shortlisted candidates in the pre-selection-phase will be invited to the final stage of the selection procedure, the interview with the PMO Head of Service.

Please note that having successfully passed the above-mentioned phases does not guarantee to receive an offer.

Please note that due to the large volume of applications received, only pre-selected candidates will be notified.

¹ Please avoid printed and scanned documents

Type of contract and conditions of employment

The successful candidates will be recruited as contract agent pursuant to Article 3(a) of the [CEOS \(Conditions of Employment of Other Servants of the European Union, governing the conditions of employment of contract staff employed by the Commission under the terms of Article 3\(a\) and 3\(b\)\)](#) and in application of [Commission Decision C\(2017\) 6760 final laying down the general provisions for implementing Article 79\(2\) of the Conditions of Employment of Other Servants of the European Union, governing the conditions of employment of contract staff employed by the Commission under the terms of Article 3\(a\) and 3\(b\)](#).

The duration of the initial contract will be concluded for an initial period of 1 year, including a probationary period of 9 months. In the interest of the service, the initial contract may be renewed for a further two years. Any further renewal shall be for an indefinite duration.

The pay of staff members consists of a basic salary supplemented with specific allowances, including, where applicable, expatriation and family allowances. The provisions guiding the calculation of these allowances can be consulted in the Conditions of Employment of Other Servants. The salary of EU staff members is subject to a tax raised by those institutions. Should you need further information on working conditions, please refer to [Working conditions and benefits of EU Careers](#).

Appeals

Candidates have the right to submit complaints under Article 90(2) of the Staff Regulations, should they wish to challenge any act adversely affecting them taken during this procedure. Such complaints may be addressed to the Appeals and Case Monitoring Unit of DG HR (HR-MAIL-F6@ec.europa.eu).

Equal opportunities

The European Commission applies a policy of equal opportunities and non-discrimination in accordance with Article 1d of the Staff Regulations.

Data Protection

Candidates who applied for a vacant post but were not selected, will have their CVs stored in the HR database for a period of 12 (twelve) months in case other vacancy opportunities open in the future.

This processing falls under the Selection procedure for contract agents of DG HR and is covered by DP record DPR-EC-02054.

For information related to Data Protection, please see the Specific Privacy Statement in the Annex.

ANNEX - DATA PROTECTION
PROTECTION OF YOUR PERSONAL DATA

This privacy statement provides information about the processing and the protection of your personal data.

Processing operation: Selection procedure for contract agents

Data Controller: Unit HR.DDG.E.3, “HR for Luxembourg”

Record reference: DPR-EC-02054

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1. Introduction

The European Commission (hereafter ‘the Commission’) is committed to protect your personal data and to respect your privacy. The Commission collects and further processes personal data pursuant to [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 (repealing Regulation (EC) No 45/2001).

This privacy statement explains the reason for the processing of your personal data, the way we collect, handle and ensure protection of all personal data provided, how that information is used and what rights you have in relation to your personal data. It also specifies the contact details of the responsible Data Controller with whom you may exercise your rights, the Data Protection Officer and the European Data Protection Supervisor.

This statement concerns data processed within the selection for contract agents. The Head of Unit of HR.DDG.E.3 in DG HR is the controller of the processing. The entity processing your data is the line manager (and his hierarchy) in the DG and the HR Correspondent (HR C) where the position is available, the HR.DDG.E.3., and the selection panel members.



2. Why and how do we process your data?

The purpose of the processing is to organise and manage the selection process for contract agents at the European Commission to ensure that the most suitable candidate is selected and recruited for the available position.

Whenever a contract agent position is available at the Commission it can be filled by:

- mobility of an internal candidate (a contract agent at the Commission) or,
- by a new recruitment.

The data collected in the selection process is used to assess whether the candidate fulfils the criteria of the post. It is also used to assess the suitability of the candidate for the post. Certain data (concerning professional experience and training) is used for a comparative analysis between the candidates.

Data of the selected candidate (first name, surname, Per-ID, function group, diplomas, professional experience, CV) is recorded in the relevant eSire module (AC recruitment request) for the purposes of processing the recruitment. Some of the administrative data of the selected candidate is then also used in the career module of syper. These data processing are covered by DP record DPR-EC-02057 for recruitment

3. On what legal grounds are we processing your personal data?

This processing of your data is lawful in terms of the provisions of Art. 5(a) of Regulation (EU) 2018/1725, i.e.: *'processing is necessary for the performance of a task carried out in the public interest or in the exercise of official authority vested in the Union institution or body'*.

This processing enables the Commission to implement the provisions of Articles 1, 3a, 3b and 82 of the CEOS, namely to engage contract staff, that is staff not assigned to a post included in the list of posts appended to the section of the budget relating to the institution concerned and engaged for the performance of full-time or part-time duties.

Legal basis

- Article 1, 3a, 3b and 82 of the Conditions of Employment of other Agents of the Union.
- Commission Decision C(2017) 6760 on the general provisions for implementing Article 79(2) of the Conditions of Employment of Other Servants of the European Union, governing the conditions of employment of contract staff employed by the Commission under the terms of Articles 3a and 3b thereof.

4. Which personal data do we collect and further process?

In order to carry out this processing operation the Data Controller, i.e. the Directorate-General for Human Resources and Security, HR.DDG.E.3, "HR For Luxembourg" collects and processes the following categories of personal data:

- Personal data allowing identification of the candidates: first name(s), family name(s) currently used, family name(s) at birth, nationality or nationalities if relevant, place of birth, date of birth, address and contact details, civil status, data concerning training and professional experience, knowledge of languages, motivational letter, CV, number and validity date of identification document, copy of identification document, for purposes of assistance throughout the selection procedure and with recruitment, email address, diplomas, work experience related document, Conflict of Interest form, Criminal records, if applicable personnel ID, Function Group, type of post of the person, budgetary coverage of former post, competition application number and medical examination results.

Normally, no data under Article 10 of the Regulation is processed. However, if applicants report health data related to special needs (e.g.: as regards physical access to buildings and physical mobility), this information would also be processed for the purposes of organising logistics for the interviews of the selection panel.

5. How long do we keep your data?

Data in electronic format in the Outlook inbox of HR.DDG.E.3. and concerned HR C and DG and on the protected shared drive of the HR C/ HR.DDG.HR.E.3 and/or unit concerned, are stored for 2 years after the closure² of the selection process or, in case of appeals or judicial proceedings, 5 years after the final administrative or judicial decision was rendered, in line with the 'Common Commission-Level Retention List for European Commission Files - second revision', SEC(2019)900, file Ares(2019)2627677 dated 15/04/2019.

The results of the selection panel of selected candidates eligible to be recruited under Article 3a of the CEOS (application documents, CV and supporting documents, as well as the evaluation grids of all selected candidates together with the selection report) are kept for a maximum of 10 years (max. 5 years initial contract + max. 5 years extension in accordance with article 85 of the CEOS). These data are kept until a permanent contract is obtained if they are necessary for the establishment of such a contract pursuant to Commission Decision C(2017) 6760 of 16.10. 2017 on general implementing provisions for Article 79(2) of the Conditions of Employment of Other Servants of the European Union, governing the conditions of employment of contract staff engaged by the Commission under Articles 3a and 3 b of the said scheme.

The electronic and paper versions of the applications received by the panel members and the notes taken during the interviews will be destroyed by them after the results of the selection panel.

If you gave consent, part of the data may be used within the scope of the headhunting policy. Please see record DPR-EC-00968 concerning headhunting.

For your applications for vacancies recorded in Sysper, the retention period applicable for Sysper database applies. Please see DP record on Sysper DPR-EC-01230.

6. How do we protect and safeguard your data?

All personal data in electronic format (e-mails, documents, databases, uploaded batches of data, etc.) are stored on the servers of the European Commission. All processing operations are carried out pursuant to the [Commission Decision \(EU, Euratom\) 2017/46](#) of 10 January 2017 on the security of communication and information systems in the European Commission.

The Commission's contractors are bound by a specific contractual clause for any processing operations of your data on behalf of the Commission, and by the confidentiality obligations deriving from the transposition of the General Data Protection Regulation in the EU Member States ('GDPR' [Regulation \(EU\) 2016/679](#)).

In order to protect your personal data, the Commission has put in place a number of technical and organisational measures in place. Technical measures include appropriate actions to address online security, risk of data loss, alteration of data or unauthorised access, taking into consideration the risk presented by the processing and the nature of the personal data being processed. Organisational measures include restricting access to the personal data solely to authorised persons with a legitimate need to know for the purposes of this processing operation.

² A selection procedure is closed in one of the following ways: (i) a person was selected and the follow-up procedure (effective recruitment or mobility) was finalised; (ii) or a decision was taken not to select anyone and either republish the post or take other measures.

7. Who has access to your data and to whom is it disclosed?

Access to your data is provided to authorised staff according to the “need to know” principle. Such staff abide by statutory, and when required, additional confidentiality agreements.

In the Sysper Vacancy module, your online application for a vacancy will be accessible to: hierarchical superior in charge of the entity where the vacancy was published (Head of Unit, Director, Director General), Resource Director, HR C of the DG concerned by the vacancy, HR.DDG.B.3.– the corporate HR (business owner of the Sysper vacancy module / online selection module for non-management staff) and HR.DDG.E.3.

In addition, selection panel members will be given access to your application in electronic and/or paper format.

In the Sysper Recruitment module, your recruitment file will be accessible to: unit HR.DDG.B.3 in charge of recruitment at corporate HR level and HR.DDG.E.3.

The information we collect will not be given to any third party, except to the extent and for the purpose we may be required to do so by law.

8. What are your rights and how can you exercise them?

You have the right to object to the processing of your personal data, which is lawfully carried out pursuant to Article 5(1)(a) of Regulation (EU) 2018/1725.

You have specific rights as a ‘data subject’ under Chapter III (Articles 14-25) of Regulation (EU) 2018/1725, in particular the right to access, rectify or erase your personal data and the right to restrict the processing of your personal data. Where applicable, you also have the right to object to the processing or the right to data portability.

You can exercise your rights by contacting the Data Controller, or in case of conflict the Data Protection Officer. If necessary, you can also address the European Data Protection Supervisor. Their contact information is given under Heading 9 below.

Where you wish to exercise your rights in the context of one or several specific processing operations, please provide their description (i.e. their Record reference(s) as specified under Heading 10 below) in your request.

9. Contact information

- The Data Controller

If you would like to exercise your rights under Regulation (EU) 2018/1725, or if you have comments, questions or concerns, or if you would like to submit a complaint regarding the collection and use of your personal data, please feel free to contact the Data Controllers, DG HR.DDG.B.3 (HR-MAIL-B3-PERSONALDATA@ec.europa.eu).

- The Data Protection Officer (DPO) of the Commission

You may contact the Data Protection Officer (DATA-PROTECTION-OFFICER@ec.europa.eu) with regard to issues related to the processing of your personal data under Regulation (EU) 2018/1725.

- The European Data Protection Supervisor (EDPS)

You have the right to have recourse (i.e. you can lodge a complaint) to the European Data Protection Supervisor (edps@edps.europa.eu) if you consider that your rights under Regulation (EU) 2018/1725 have been infringed as a result of the processing of your personal data by the Data Controller.

10. Where to find more detailed information?

The Commission Data Protection Officer publishes the register of all operations processing personal data. You can access the register on the following link: <http://ec.europa.eu/dpo-register>

This specific processing has been notified to the DPO with the following reference [DPR-EC-02054](#).