



*Administrative Support
Agent – Salaries
(Job No. 420840)*

Type of contract: Contract Agent 3A

Grade: FGII

Unit/Team: PMO.1.003

Working place: Brussels

Publication: from 09/06/2023 to 23/06/2023 until 18.00 hours Brussels time

We are

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).

PMO.1 is responsible for:

- determining and managing the individual financial rights of around 45 000 people when they first start working for an EU institution or body, and whenever a life or other event changes those rights;
- calculating and paying salaries and allowances for approximately 50 000 people per month;
- addressing queries and complaints from staff about their salaries and their rights

The Unit works in teams, each of which is responsible for different processes falling under the Unit's responsibility (e.g. Payment of Salaries, Establishing Rights on entry into services, Family Allowances, Dependent Child Allowances, Allowances received from other sources, Helpdesk). Each team is led by a Team Leader under the supervision of a Head of Sector. There are about 110 staff members split across three Sectors. The Unit aims to provide high quality and in-time services to staff, the Commission, other Institutions, Agencies and bodies in a transparent and customer-oriented way, so that Institutions and their staff can get on with their work.

We propose

We propose a CA FGII post as 'Administrative Support Agent – Salaries' in PMO.1.003.

An agent's salary is comprised of their basic monthly salary plus any allowances (e.g. expatriation, household, child, education) that the agent is entitled to receive. Deductions are made for tax, pension and unemployment contributions (where relevant), health insurance contributions, and allowances received from other sources. Depending on the individual situation of the agent, certain other deductions may also be made directly from salaries (such as for childcare services used). Depending on the place of employment of the agent being paid, the salary may also be subject to adjustments to differences in the cost of living between countries. In addition to changes in salary due to promotions, there is usually a cost of living and/or exchange rate adaptation that takes place once a year.

Working under the supervision of an official or a temporary agent, the Administrative Support Agent will:

- Manage a series of salaries/payslips (around 3 000 files).
- Carry out all necessary activities to ensure that agents are paid correctly and on time.
- Ensure that the relevant procedures are applied correctly (debt letters, pre information letters, transfers based on the article 17 of Annex VII of the Staff Regulations etc.).
- Contribute to maintaining business continuity in case of absences.
- Undertake controls on the payroll system, liaise with colleagues within the PMO, the Human Resources, the other agencies/institutions, and the clients.

The work is varied and involves the use of in-house IT systems.

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.

We look for

We are looking for motivated colleagues with good numerical skills, who are client-oriented and able to maintain client confidentiality. The successful candidates will have the following additional following skills/qualities:

- prior experience (or an educational background) in the field of payroll, banking or finance;
- good ability to communicate clearly and in a structured way both orally and in writing in both English and in French;
- an eye for detail, and good analytical capability;
- excellent organisational skills;
- ability to work autonomously and propose pragmatic solutions;
- comfortable handling a significant (but not excessive) workload often to tight deadlines and with a workload peak each month;
- capacity and willingness to learn; it takes 6-12 months to become fully operational;
- flexibility and openness with regard to new requirements, procedures, technologies;

For more details, see below the job description.

Am I eligible to apply?

On the closing date for application, in order to be eligible for the post, you must meet the following conditions:

- (a) Enjoy full rights as a citizen of an EU Member State
- (b) Meet any obligations under national laws on military service
- (c) Meet the character requirements for the duties concerned
- (d) Be physically fit to perform her/his duties
- (e) Produce evidence of a thorough knowledge of one of the official EU languages and a satisfactory knowledge of a second EU language to the extent necessary for the performance of his/her duties.
- (f) 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 3 years; or
where justified in the interest of the service, professional training or professional experience of an equivalent level.

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.

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).

How to apply

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

Please note that only applications fulfilling the following requirements will be considered:

- Subject of the email:
SURNAME – Administrative Support Agent – Salaries – PMO.1.003
- CV:
Preferably in Europass format ([Home | Europass](#)) and 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))

- CV and Motivation letter:
In a unique PDF document, entitled as follows: SURNAME – Administrative Support Agent – Salaries – PMO.1.003 – Application

Selection procedure

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

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

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 a few days 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 also that due to the large volume of applications received, only pre-selected candidates will be notified.

Type of contract

The successful candidates will be recruited as contract agent Article 3(a) according to 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 contract will be for an initial period of **1 year**.

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-E2@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

For information related to Data Protection, please see the specific [Privacy Statement](#).

END OF THE VACANCY DESCRIPTION – the JOB DESCRIPTION follows on the next page



EUROPEAN COMMISSION

Job Description Form

Job description version1 (*Active*)
Job description version420840 in *PMO.1.003*
Valid from04/04/2023until

Job Holder

Name

Job Profile

Position

CONTRACT AGENT FGII

Job title

Administrative Support Agent - Salaries

Domains

Generic domain

REMUNERATION, RIGHTS and OBLIGATIONS

Intermediate domain

Specific domain

Sensitive job

No

Overall purpose

Under the supervision of an official, act as a file manager in the area of salaries.

Legal disclaimer

[Users are advised to check the available list of Legal Disclaimers related to their contract type.](#)

Functions and duties

+ REMUNERATION, RIGHTS and OBLIGATIONS

- For the files managed, check the data transcoded, downloaded, encoded manually in the payroll application NAP.
- Process files in accordance with the rules, procedures and guidance applicable to salaries.
- Prepare the debt letters and the preinformation letters in accordance with the rules, procedures and applicable guidance.
- Manage any bugs and incorrect data with the partners concerned. Alert, and if necessary involve, the Team Leader where there is a difficult file.
- Provide certificates and pay simulations, advances and transfers, and follow-up on any other requests made by agents (individual clients) or institutional clients.
- Ensure data protection and data privacy of clients, including third parties.

+ BUDGET, FINANCE, CONTRACTS and ACCOUNTING

- For the files managed, keep track of outstanding debts together with PMO.7.
- Inform PMO.7 as soon possible of matters relevant to the financial unit (examples: explanations of the codes pay used in the pay of the month RRV and PRV, very large debts).

+ COMMUNICATION and PUBLICATION

- Communicate clearly and in a timely manner to colleagues in the team, to the Team Leader and to the Head of Sector.
- Explain procedures and provide information applicable in the field of activity.
- Respond clearly and in a timely way to queries submitted by whatever means for the files managed.
- Provide support to the PMO.1 Helpdesk team for queries submitted via Staff Contact related to salaries which require specialized knowledge.

+ INTERNAL CONTROL

- Stay up-to-date on the rules, procedures and guidance applicable to the field of activity.
- Contribute to the elaboration of guidelines and proposals for simplification and amendment of administrative procedures used within the team.
- File/archive documents according to the relevant rules including in relation to data protection.
- Within the team, contribute upon request to evaluations of the activities of the team such as internal and external audits, as well as in the context of Article 90 requests and complaints.

+ OPERATIONAL and ADMINISTRATIVE SUPPORT and RESOURCES

- Provide any other support as may be requested from time to time by the Team Leader or Head of Sector and which is linked to the Unit's mission.

Job requirements

Experience"

+ REMUNERATION, RIGHTS and OBLIGATIONS

Job-Related experience: at least 1 year

Qualifier: an advantage

Languages

	Listening	Reading	Spoken interaction	Spoken production	Writing
French	B1	B1	B1	B1	B1
English	B1	B1	B1	B1	B1

Knowledge

- **AUDIT, CONTROL and INSPECTION**
INTERNAL CONTROL
Internal control standards
- **HUMAN RESOURCES MANAGEMENT**
REMUNERATION, RIGHTS and OBLIGATIONS
Payroll services and administration
- **INFORMATION and DOCUMENT MANAGEMENT**
DOCUMENT MANAGEMENT
Rules and procedures relating to document management within the Institution
TREATMENT of CLASSIFIED or SENSITIVE INFORMATION
- **COMMUNICATION and PUBLICATION**
EXTERNAL COMMUNICATION (general)
Rules and procedures for the processing and dissemination of data to various external requesters
- **IT TOOLS for SPECIFIC APPLICATION AREAS**
IT tools for OFFICE AUTOMATION
Excel
Functional mailboxes
Outlook
IT tools and systems for HRM
Sysper2: General
IT tools for INDIVIDUAL RIGHTS and PAYMENTS (as part of HRM)
NAP (Nouvelle Application Paie)
RIGHTS

Competences

- **Analysing and Problem Solving**
Capacity to analyse and structure information
Numeracy
- **Communicating**
Ability to understand and be understood
Capacity to communicate technical or specialised information
- **Delivering Quality and Results**
Ability to identify user's needs
Ability to work in a proactive and autonomous way
Client orientation
Conscientiousness
Eye for detail / Accuracy
Financial management skills
- **Learning and Development**
Flexibility (openness towards new demands, etc.)
- **Prioritising and Organising**
Capacity to deliver in a structured way
- **Resilience**
- **Working with Others**
Ability to work in a team
Confidentiality
Knowledge sharing

Job Environment

Organisational entity

Presentation of the entity:

Job related issues

- Atypical working hours
- Specialised Job

Missions

- Frequent, i.e. 2 or more missions / month
- Long duration, i.e. missions lasting more than a week

Comments:

There is a workload peak each month related to the pay cycle.

Workplace, health & safety related issues

- Noisy environment
- Physical effort / materials handling
- Work with chemicals / biological materials
- Radioprotection area
- Use of personal protective equipment
- Other

Comments:

Other

Comments:

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