

Job opportunity for contract staff - EPSO

Contract Agent FG II

“Administrative Agent - Computer-based test operations and coordination”

Type of contract: Contract staff member 3A) – limited period: until 31/12/2025

Job No.: 402406

Grade: FG II

Unit/Team: EPSO.03.001

Working place: Brussels

Publication: from 30/08/2023 to 13/09/2023 until 18.00 hours Brussels time

Length of contract :

Due to budgetary restrictions, the contract can be only up to a maximum of 2 years (1 year + 1 year), with no possibility of an indefinite contract.

We are:

EPSO.03:

The European Personnel Selection Office's (EPSO) mission is to provide a professional staff selection service on behalf of the Institutions of the European Union, by attracting and selecting talented individuals from across the EU through effective and fair selection procedures. As part of our ongoing efforts to enhance our role as a match-maker between Institutions and candidates, we are currently undergoing a business modernization and transformation process.

Within EPSO's Testing Operations Unit, which consists of 36 staff members, manages and performs all activities related to the testing and evaluation of candidates, from admission to final results. The Proctored tests sector plays a crucial role in ensuring the delivery of computer-based tests. It is responsible for planning, coordinating, and managing test activities, collaborating with other EPSO teams and stakeholders, and providing support to Selection Boards. Additionally, we take pride in ensuring that candidates with special accessibility needs receive appropriate test conditions.

The sector comprises “Test content” assistants, “Accessibility” assistants and “Computer-based test operations” assistants.

We propose:

In support of the above, we offer a position of “ *Administrative Support Agent - Computer-based test operations and coordination*” as part of a team of highly responsible, motivated and committed

colleagues. The role involves close interactions with internal and external stakeholders (candidates, Selection Boards) to implement and support the testing processes. The role is critical to the effective and timely running of EPSO competitions and to provide EU institutions with the recruitment pools they require.

We provide a stimulating working environment that encourages initiative, collaboration, and teamwork. You will have ample opportunity to showcase your skills and make a meaningful impact. Within this context, the new colleague will be responsible for the planning and smooth running of the computer-based written tests (multiple-choice questions, case studies, field related written test, revision tests etc.), managing priorities, assisting Selection Boards and collaborating / coordinating activities with stakeholders.

We are looking for:

A highly responsible, dynamic and motivated colleague with the following skillset:

- Excellent organizational skills with the ability to manage multiple tasks and prioritize effectively to meet deadlines.
- Strong attention to detail and accuracy in handling administrative tasks, including data entry and record-keeping.
- Exceptional communication skills, both written and verbal, with the ability to effectively interact with candidates, stakeholders, and colleagues at all levels.
- High proficiency in using computer applications, particularly Excel and PowerPoint and database management systems.
- Familiarity with computer-based testing systems and online assessment platforms would be an advantage.
- Ability to maintain confidentiality and handle sensitive information with integrity.
- Flexibility and adaptability to work in a dynamic and multicultural environment, able to work autonomously and as part of a team, even in remote setting.
- - Fluency in English (C1), Intermediary level in French (B2), with knowledge of other European languages considered an asset.

Office environment: Dynamic Collaborative Space in building located at rue de la Loi 107, Brussels, Belgium.

For more information, please see refer to the attached Job Description number 402406.

Contacts:

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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.
- g. have passed a valid EPSO CAST in a valid FG for this post
or
be registered in the EPSO Permanent CAST for FG II

To do so, prior to apply to the present call, candidates should register in the EPSO Permanent Contract Agent Selection Tool (CAST) for FG II (<https://epso.europa.eu/en/job-opportunities/open-for-application>).

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

Candidates should send their application to: HR-BXL-OTHER-AGENTS-EPSO@ec.europa.eu

Only applications fulfilling the following requisites will be considered:

- Subject:

SURNAME – Job ID 402406– EPSO.03.001

(Please substitute SURNAME with your first family name in capital letters)

- **CV and Motivation letter in the same PDF document.** The name of the file must be:

SURNAME + Job N° 402406 - Application

(Motivation Letters in different documents or in the email body won't be taken into account.

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 EPSO 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. Please be aware that the selection panel will be organised soon after the closure of the vacancy.

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.

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 only one time for one year, resulting to a possible maximum of 2 years, due to budgetary constraints. A longer duration of the contract is hence not possible.

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](#).

Equal opportunities

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

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 in Brussels

Data Controller: Directorate HR.B.3, Recruitments & Mobility: Other agents

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.

The information in relation to processing operation "Selection of Contract Agents in Brussels", undertaken by HR.B.3. in coordination with the concerned Commission unit and HR Correspondent is presented below.

2. Why and how do we process your data?

Purpose of the processing operation: HR.B.3 collects and uses your personal information to organise and manage the selection process of candidate from the various databases, such as the CAST database or EU CV online, for the recruitment of a contract agent 3a or 3b in Brussels in accordance with Article 82 of the Conditions of Employment of Other Servants (CEOS) and ensure that the most suitable candidate is selected for the available position.

Whenever a Contract Agent position in Brussels is available at the Commission it can be filled by:

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

The data collected in the selection process is used to assess whether the candidate fulfils the criteria of the job. It is also used to assess the suitability of the candidate for the job. 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 (i.e. "AC recruitment request") for the purposes of processing the recruitment in a second step. Some of the administrative data of the selected candidate is then also used in the "career" module of Sysper. These data processing is covered by record DPR-EC-02057 for recruitment.

Your personal data will not be used for an automated decision-making including profiling. The data submitted may also be used for extraction of anonymised statistics (for example: average number of candidates for certain advertised functions), which may serve for analysis and forward planning in the area of Human Resources Management in the Commission.

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

We process your personal data, because it 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 (Article 5(a) of Regulation (EU) 2018/1725).

The provision of personal data is mandatory to implement the provisions of Articles 3a, 3b and Title IV 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

- Articles 3a, 3b and Title IV of the Conditions of Employment of Other Servants of the European Union (CEOS)
- 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 HR.B.3 Unit “Recruitments & Mobility: Other agents” 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 qualifications and professional experience: knowledge of languages, motivational letter, CV.
- Number and validity date of identification document, copy of identification document, email address, diplomas, work experience related document.
- Conflict of Interest form.
- Other administrative data: if applicable, personnel ID, Function Group, type of post of the person, budgetary coverage of former post, competition application number.

Normally, no special categories of data falling under Article 10 of Regulation (EU) 2018/1725 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.

If you do not provide your personal data, your application will not be taken into consideration because of lack of required information.

5. How long do we keep your data?

The data controller only keeps your personal data for the time necessary to fulfil the purpose of collection or further processing, namely for:

- The electronic and paper version of the applications received by the panel members and other documents, or emails received by the selection panel members, will be destroyed by them after the conclusion of interviews.
- Data in electronic format in the Outlook inbox, ARES and folders of HR.B.3 and concerned HR Correspondents and units, as well as on the protected shared drives of these services, are stored for 2 years after the closure¹ 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 - third revision', SEC(2022)400. In general, these retention period apply to successful and unsuccessful candidates.
- Selected candidates that should 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 and results of the selection panel) are kept for a maximum of 10 years (corresponding to a maximum of 5 years for the initial contract and a maximum of 5 years for its 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.

6. How do we protect and safeguard your data?

Appropriate organisational and technical measures are ensured according to Article 33 of Regulation (EU) 2018/1725.

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.

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. The collected personal data are stored on servers that abide by pertinent security rules. Data is processed by assigned staff members. Files have authorised access. Measures are provided to prevent unauthorised entities from access, alteration, deletion, disclosure of data. General access to personal data is only possible to recipients with a User ID/Password. Physical copies of personal data are stored in a properly secured manner.

¹ A selection procedure is closed in one of the following ways: (i) candidates have been 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.

Your 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), HR Correspondent of the DG concerned by the vacancy, Unit HR.B.3 “Recruitments & Mobility: Other agents”.

In addition, selection panel members will be given access to your application in electronic and/or paper format. The selection panel is composed by a chairperson who is not from the department where the Contract Agent will perform his or her duties, a member of that department, a member of the human resources unit (or equivalent) and a person appointed by the Staff Committee.

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 Controller HR.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 operation has been included in the DPO's public register with the following Record reference: **DPR-EC-02054**.