VACANCY NOTICE - CONTRACT AGENT

Job title	**Administrative Agent - Survivor Pensions**
Reference	**EC-2026-PMO-315234**
Application deadline	03.12.2026- 12.00 (noon, Brussels time)
Directorate-General (full name)	The Paymaster Office
Unit	PMO.2
Place of assignment	Brussels
Domain	Remunerations, Rights and Obligation
Contract type and Function Group	Contract Agent 3a FG II
Other useful information (contract duration, other ...)	The duration of the first contract will be 1 year. The contract may be renewed in the interest of the service for a definite duration. If a second renewal of the contract is in the interest of the service, the contract will be for an indefinite duration.

About us

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.2 Pensions Unit, comprising around 80 staff members, consists of two sectors:

- The **Pensions sector**, composed of five sub-teams, is responsible for determining and paying pension rights (retirement, invalidity and survivors' pensions), family allowances and entitlements linked to individual rights at the end of service of officials and other servants.
- The **Pension Transfers & Unemployment Allowances sector**, composed of three sub-teams, is responsible for the transfer of pension rights into the EU scheme, the transfer of pension rights accumulated within the EU scheme to other pension schemes, and the management of unemployment benefits and family allowances for staff members whose contracts with the European institutions have ended.

About the role

As an Administrative Agent in the Survivors' Pensions team, you will contribute to the effective and timely administration of survivors' pension entitlements for eligible beneficiaries, in accordance with the applicable Staff Regulations and implementing rules.

Your main responsibilities will include:

- Examining and compiling survivors' pension files, verifying supporting documents and determining entitlement in accordance with the applicable statutory provisions.
- Analysing personal and administrative information, interpreting the relevant rules and entering accurate data into the appropriate IT systems.
- Managing files throughout the pension process, including provisional and final calculations, the preparation of assessment and modification notices, and the issuance of certificates, while ensuring compliance with deadlines and quality standards.
- Contributing to the review and updating of administrative templates, including certificates, to ensure accurate and consistent information.
- Managing the granting, extension and recalculation of survivors' pensions and related education allowances, where applicable.
- Ensuring the timely allocation and follow-up of incoming requests, correspondence and supporting documents.
- Providing clear, accurate and user-oriented information to beneficiaries by telephone, email, in person and through the PMO Staff Contact, including participation in the call-centre rotation.
- Identifying and flagging sensitive or complex cases to coordinators and verifying agents, gathering relevant information and contributing to the identification of appropriate solutions.
- Contributing to the preparation of replies to Article 90 complaints by compiling relevant documentation, establishing a chronological overview of events and recording interactions with beneficiaries.
- Performing the financial initiation tasks associated with the files, in compliance with the Financial Regulation, including payment preparation, bank account and currency-related checks, and the follow-up of suspense accounts. Contributing, where required, to operational and financial verification tasks and ensuring the timely processing of payments.
- Contributing actively to team and unit meetings, sharing knowledge and supporting the smooth functioning of the service.
- Contributing actively to team discussions, sharing knowledge and supporting the smooth functioning of the service.
- Ensuring the accurate recording and validation of administrative and financial data in the relevant IT systems, including manual encoding where necessary.
- Contributing actively to team and unit meetings, sharing knowledge, supporting the smooth functioning of the service and contributing to the preparation and updating of information published on Staff Centre.



You will work in a team environment requiring accuracy, sound judgement, discretion, empathy and a strong commitment to service quality and the needs of beneficiaries.

Qualifications, experience and skills

This publication aims to fill **two positions of Administrative Agent - Survivor Pensions.**

The ideal candidate should have the following profile:

Professional experience and technical skills

- At least three years of relevant professional experience in administrative support, preferably in human resources, pensions, remuneration, individual entitlements or a related field.
- Good analytical skills and the ability to examine administrative files, verify supporting documents and apply rules and procedures accurately.
- The ability to interpret and apply statutory or regulatory provisions and to handle confidential personal and financial information with discretion.
- Knowledge of the Staff Regulations and Conditions of Employment, particularly in relation to staff rights and pension entitlements, or the ability to acquire this knowledge quickly.
- Strong organisational skills, including the ability to manage a varied workload, prioritise tasks and meet deadlines while maintaining high standards of accuracy and quality.
- Good written and oral communication skills, including the ability to explain complex administrative rules and procedures clearly to beneficiaries.
- Good drafting skills and the ability to prepare administrative correspondence, calculations and decision-related documents.
- Good command of standard office IT tools, and the ability to work with administrative and financial information systems.

Personal qualities and competencies

- A strong sense of responsibility, accuracy and attention to detail.
- A service-oriented approach and the ability to communicate clearly, professionally and empathetically with beneficiaries.
- An inquiring mind, sound judgement and a solution-oriented approach to complex or sensitive cases.
- Flexibility and willingness to learn, adapt to changing priorities and acquire new knowledge.
- Perseverance and the ability to remain effective under pressure.
- A collaborative attitude, with the ability to work effectively in a team, share knowledge and contribute actively to collective objectives.
- A high level of discretion, empathy and respect for confidentiality.

Operational knowledge of French or English is essential, and a good knowledge of the other language is a strong advantage. Knowledge of German would be a particularly valuable asset. Knowledge of other EU official languages is also an asset.

Candidates may be required, depending on the needs of the service, to provide support to other sectors.

How to express your interest?

You should send your documents in **one single pdf** in the following order:

1. Your CV 2. Completed application form

Please send these documents by the publication deadline to PMO-EPSO-PUBLICATIONS@ec.europa.eu indicating the selection reference EC-2026-PMO-315234

Eligibility, recruitment steps, contract and working conditions

Please consult the pdf document at the end of this page.