VACANCY NOTICE FOR TEMPORARY AGENT SELECTION

Job title (same as on the job description)	**Administrative Support Agent**
Reference	**BUDG/COM/2026/2236**
Application deadline	20.11.2026 - 12.00 (Brussels time)
Directorate-General (full name)	Directorate-General for Budget
Unit	BUDG.R.3 – User Service Management for Corporate Financial and Accounting Systems
Place of assignment	Brussels
Grade range	AST/SC 1 – AST/SC 2
Domain	Budget and Finance
Contract type	Temporary Agent 2b/2d/2a

About us ("We are")

The Directorate-General for Budget manages the budget of the European Union and runs the corporate financial and accounting systems used by the EU institutions, agencies and bodies.

Unit R3 ensures the continuity and reliability of service of these systems, guaranteeing smooth operations, compliance and high-quality data for all users and stakeholders across the EU entities. Its activities cover:

- User support, testing and deployment: aligning solutions with financial and accounting rules and business requirements, supporting users through a first-line helpdesk and a second-line service management function, and testing and deploying new releases and system changes.
- Access management and data quality: managing user accounts, access rights and workflows for financial actors, monitoring and reporting on user activities to ensure compliance, and maintaining operational master data essential for service continuity.
- Training and learning resources: providing modern learning tools, organising training and updating learning resources so that new and existing users can use the systems with confidence.
- Community engagement and onboarding: engaging local user communities on upcoming changes, gathering their feedback, onboarding EU entities onto the corporate financial system and managing the related service level agreements.

About the role ("We propose")

We offer a post of Administrative Support Agent in the unit's Onboarding, Customer Management and Training team. The post combines administrative and operational support to this team with horizontal administrative support to the whole unit (up to 50% of the time). It is an interesting opportunity for someone who wishes to combine administrative tasks with operational work in the team's domain.

Support to the Onboarding, Customer Management and Training team

- Provide administrative and clerical support for the organisation and follow-up of training activities, including invitations, participant lists, document preparation and logistics.
- Respond to general enquiries and manage the team's mailbox on IT training, making sure requests are registered in the ticketing tool, assigned and followed up.
- Support the administrative follow-up of the inter-institutional training framework contract, including the preparation and follow-up of deliverables, acceptance letters, ceiling increase requests and invoices, in line with applicable procedures.
- Help prepare and circulate training materials and knowledge documents, including updates to the internal knowledge base.
- Support colleagues with file transfers linked to reorganisations with a budgetary impact, and with tasks related to service level agreements and charge-back.

Administrative support to the unit

- Prepare and follow up meetings, including invitations, agendas, attendance lists and filing of documents.
- Register, dispatch, file and archive incoming and outgoing correspondence in the document management system, ensuring follow-up and respect of deadlines.
- Manage general enquiries and the unit's mailbox, and follow up the daily exchange of notes and e-mails at unit level, including distribution lists and contacts.
- Coordinate the unit's documentation and knowledge management on the intranet, SharePoint and the internal knowledge base, so that the unit's body of knowledge is well maintained and accessible.
- Assist in organising larger events and conferences with external stakeholders, as well as meetings with many attendees.
- Provide administrative and document management support for service level agreements, onboarding and charge-back activities, including preparing, consolidating and verifying supporting documents.

The post offers the opportunity to work closely with colleagues across the unit and to develop progressively in areas such as corporate financial systems, training support, customer interaction and team coordination.

Qualifications, experience and skills ("We look for")

We are looking for a highly organised and service-oriented professional who can manage multiple responsibilities, work collaboratively and keep a proactive, detail-focused approach.

Experience and skills

- Experience in administrative or operational support, including document management, meeting coordination and follow-up of procedural matters; at least one year of relevant experience is an advantage.
- Proven ability to handle concurrent tasks efficiently, follow procedures and meet deadlines.
- Proficiency in Microsoft Office (Word, Excel, PowerPoint, Outlook, Teams, SharePoint) and familiarity with document management or administrative systems.
- Experience in supporting training activities, meetings, events or functional mailbox management is an advantage.
- Very good knowledge of English (C1 level) is required; good knowledge of French (B2 level) is an asset.

Personal qualities

- Detail-oriented and methodical, ensuring accuracy in all tasks.
- Dependable and consistent, with a strong sense of responsibility and respect for confidentiality.
- Collaborative and user-focused, able to engage effectively with colleagues and stakeholders.
- Adaptable and solution-driven, comfortable adjusting to evolving priorities.
- Proactive and engaged, willing to take initiative and contribute to continuous improvement.

How to express your interest?

You should send your documents in a single pdf in the following order:
1. your CV 2. completed application form.
Please send these documents by the publication deadline to BUDG-MAILBOX-R03@ec.europa.eu indicating the selection reference BUDG/COM/2026/2236 in the subject.

No applications will be accepted after the publication deadline.

Eligibility

For eligibility please consult this page with all the information needed.