VACANCY NOTICE - CONTRACT AGENT

Job title	**Business Analyst (Product Owner)**
Reference	**EC-2026-HR-530888**
Application deadline	20.11.2026 - 12.00 (noon, Brussels time)
Directorate-General (full name)	Human Resources and Security (DG HR)
Unit	Unit 03 - HR Digital Solutions & Business Process Efficiency
Place of assignment	Brussels
Domain	Information Technology
Contract type and Function Group	Contract Agent 3b FG IV

About us

The Human Resources and Security Directorate General (DG HR) oversees recruitment policy, training and career management, social policies and working conditions for Commission staff. It is also responsible for keeping buildings and employees safe and secure, making sure that work continues during crises and dealing with online security.

Unit HR.03 drives the digital innovation and transformation of HR business services and processes through the development of programmes and projects. In particular we lead the HR Transformation (HRT) programme. Our goal is to ensure the performance of programmes and facilitate the engagement and ownership of business units and interinstitutional partners.
We support the functional design of HR digital solutions with a focus on the optimisation of business processes so that solutions are well coordinated and contribute to the quality and efficiency of HR services. We coordinate the functional design, development and maintenance of the HR IT platform and HR processes to support the implementation of the HR Strategy.

We support the timely and sound digital implementation of business processes in coordination with DIGIT and all relevant solution providers.

We are a professional, friendly and welcoming team committed to making the HR strategy a reality. With a diverse range of talents and expertise, we foster an inclusive and cooperative work environment where colleagues strive to make a positive impact on EU Institutions and are prepared to go the extra mile to deliver results.

Acting as the primary liaison between DG HR and Directorate-General for Digital Services (DIGIT), we oversee joint planning for IT development in HR policy areas.

Additionally, unit HR.03 manages relationships with various stakeholders, including business units within DG HR and other members of the HR Family, such as a growing number of EU institutions, bodies and agencies utilising the Commission's HR solutions.

About the role

We offer a strategic and impactful position as Business Analyst (Product Owner), where you will be a pivotal team member in the projects to drive the alignment between the business needs and solution development.

Your mission will be to ensure the alignment between the business needs, the functional architecture and technical implementation, within the HRT programme.
In this position, you will drive the end-to-end optimisation of HR processes, delivering desirable, feasible, viable and sustainable solutions that enhance service quality, operational efficiency and user experience.

You will need to align with the Product Owner Team Lead to ensure the product design and delivery is following the HRT implementation roadmap regarding cross-functional initiatives, mitigate overlaps and safeguard consistency in how solutions integrate within the broader HR ecosystem.

By translating business needs into prioritised requirements, decomposing epics into actionable stories and securing stakeholder alignment, you will ensure that every deliverable adheres to strategic objectives while meeting efficiency and operational goals. This role is ideal for a results-driven leader who excels at balancing autonomy with collaboration, fostering innovation without compromising functional unity and steering digital HR transformation with clarity and purpose.
If you thrive in complex, fast-evolving environments and are passionate about shaping cohesive, future-proof solutions, this is your opportunity to leave a lasting impact in EU Institutions.

Qualifications, experience and skills

We seek a proactive, strategic and collaborative Business Analyst (Product Owner) with a strong customer-centric mindset and a passion for driving HR digital transformation. The ideal candidate will have a structured yet adaptable approach, thriving in a complex, governance-driven environment while fostering open communication and cross-functional alignment.

In particular, you should demonstrate the capacity to:

- Manage a complex group of business stakeholders and drive for clear business requirements.



- Ability to design a product roadmap, prioritise the product backlog delivery based on business value and team capacity **AND** respond effectively to short-notice demands and adapt swiftly to evolving business and operational needs.
- Support the product team to ensure high performance, engagement and accountability and validate the implementation together with the business stakeholders.
- Support the Product Owner Team Lead to coordinate activities across multiple projects simultaneously, balancing priorities, quality standards, and deadlines while maintaining the functional coherence of HR solutions across the portfolio.
- Analyse, synthesise and communicate complex business and technical requirements, translating them into actionable insights, documentation, and stakeholder briefings with precision.
- Navigate intricate governance frameworks while driving innovation and efficiency in HR process optimisation.

Essential Experience & Skills:

- Proven experience as a Business Analyst (Product Owner) within a digital transformation project and IT system lifecycle management.
- Strong background in process design (preferably HR processes), IT enabled business solutions, or enterprise-level system implementations with the ability to align technical delivery with strategic objectives.
- Exceptional stakeholder and relationship management skills, with a track record of liaising between business leaders, IT teams and end-users to drive consensus and deliver results.
- Outstanding analytical, structuring, and problem-solving abilities, paired with clear, concise and persuasive communication - both written and verbal.
- Hands-on familiarity with Agile frameworks and iterative development, product ownership practices, and backlog management, with an understanding of how to scale these in a multi-project environment.

Desirable Knowledge & Expertise:

- Portfolio/Programme/Project management methodologies (e.g., PM², SAFe).
- Enterprise or business architecture principles (e.g., TOGAF) and business process modelling (e.g. BPMN, ARIS).
- Service management frameworks (e.g., ITIL) and user-centred design (UX) best practices.
- Experience with HRIS (Human Resources Information Systems), case management tools, or similar platforms would be a distinct advantage.

If you are a results-oriented Business Analyst (Product Owner), capable of aligning high level vision with driving product implementation and empowering teams to deliver high-impact HR solutions, we encourage you to apply.

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 HR-MAIL-03@ec.europa.eu indicating the selection reference **EC-2026-HR-530888**

Eligibility, recruitment steps, contract and working conditions

Please consult the pdf document at the end of this page