VACANCY NOTICE FOR TEMPORARY AGENT SELECTION

Job title	**Administrative Assistant – AA/AIPN – Rights 1**
Reference	**PMO/COM/2026/2458**
Application deadline	09/12/2026 - 12.00 (Brussels time)
Directorate-General	The Paymaster Office
Unit	PMO.1- Rights and Salaries
Place of assignment	Brussels
Grade range	AST1/3
Domain *	Remunerations, Rights and Obligations
Contract type	Temporary agent 2b – Assistant

We are

The mission of the PMO (Office for the administration and payment of individual entitlements or Paymaster's Office) 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).

The unit PMO.1 'Rights and Salaries' is responsible for providing the following services to staff in active employment in the Commission and in the other EU Institutions and bodies that have delegated these functions to the PMO:

- Calculating and paying salaries (including allowances) for approximately 50 000 people per month;
- Determining the individual financial rights of staff upon entry into service and whenever a life or other event changes those rights;
- 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.

The recruiting sector manages rights & entitlements during the career. It is made of two teams, a family team dealing with birth, marriages, divorce, sick children, persons assimilated to children, allocations of like nature perceived form other sources; and an education team dealing with the annual process of school declarations and the school buses in direct billing.

We propose

We are seeking to hire 1 colleague working as AA/AIPN (Appointing Authority/Autorité Investie de Pouvoir de Nomination), with a principal responsibility for education allowances and able to step in for limited missions in the family allowances (dependent child, household allowance etc).

You will:

- Support and advise case-handlers; verify declarations processed, validate decisions and follow up implementation with other teams of the unit;
- Coordinate the consistent implementation of rules;
- Process requests/complaints (Article 90 cases) within deadlines.;
- Communicate clearly and timely with staff in English or French;
- Participate in info-sessions for staff members;
- Support the Team Leader and deputise when required.

The role focuses on the annual education declaration cycle, including communication campaigns, reminders to staff, verification of declarations, preparation of payments and recoveries, and the payment of European Schools buses in direct billing. The team processes around 30,000 education declarations per year, with a workload peak from September to January.

This position offers the opportunity to develop AA/AIPN and control skills within a sector of 40 professionals. You will work with established tools, adapting processes and controls to increasing workloads, while ensuring legal compliance, timely processing and client satisfaction, with direct support from the Team Leader(s) and Head of Sector.

We look for:

The ideal profile for the job has:

- Very good analytical skills.
- Excellent planning, organisation and problem-solving skills;
- Pragmatism and a results/solutions-based approach to managing issues;
- A high sense of diplomacy, discretion and confidentiality;
- The openness and ability needed to work in a team;
- A good ability to manage responsibilities and work under pressure;
- Excellent communication and drafting skills, and very good knowledge of written and spoken French and English;
- A strong customer-service orientation.
- Ability to learn quickly and an aptitude to get to grips with the technical knowledge required to do the job.

The following qualities would be advantageous:

- Professional experience in HR or in managing individual's rights;
- Experience in the development, review and simplification of procedures;
- Ability to explain complex issues in a clear and simple way;
- Operational verification for payment requests

Training will be provided on the Staff Regulations, the establishment of rights and the use of SYSPER Rights so prior experience in these areas is not necessary. Nevertheless, some knowledge in these areas would be advantageous.

In line with PMO's commitment to achieving gender balance, applications from men are particularly encouraged for this position.

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 PMO-EPSO-PUBLICATIONS@ec.europa.eu indicating the selection reference PMO/COM/2026/2458 in the subject.

No applications will be accepted after the publication deadline.

Eligibility

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