



## **MAKE A DIFFERENCE - JOIN THE EUROPEAN COMMISSION**

Do you want to help shape the future of the European Union? Make the planet greener, promote a fairer society, or support businesses and innovation across the EU? Then come and work for the European Commission where you can really make a difference!

Commission staff are a diverse group of people, who are motivated to help make Europe – and the world – a better place. They come from the 27 Member States of the European Union. Different nationalities, languages and cultures make the Commission a vibrant and inclusive working place.

### **WE OFFER ATTRACTIVE WORKING CONDITIONS AND MUCH MORE:**

- Interesting and challenging positions with plenty of opportunities for training and acquiring new skills and competencies over your whole career;
- Opportunities to try several areas of work throughout your career;
- Flexible working conditions and the possibility of teleworking – we care about your work-life balance;
- A competitive financial package, including comprehensive sickness, accident and pension schemes;
- Multilingual schools for your kids;
- We are also proud to be an equal opportunity employer and promote diversity and inclusion.

### **We recruit from a wide range of backgrounds:**

We are not only recruiting political scientists and lawyers but also looking for all kinds of profiles, including natural scientists, linguists and economists, as well as drivers and engineers.

For more information [ec.europa.eu/work-with-us](https://ec.europa.eu/work-with-us).



## STAFF RECRUITED ON CONTRACTS

In addition to permanent officials, the European Commission often recruits non-permanent staff. There are two categories of non-permanent staff:

- **temporary agents** are recruited to fill vacant positions for a set amount of time or to perform highly specialised tasks.
- **contract agents** may provide additional capacity in specialised fields where an insufficient number of officials is available or carry out a number of administrative or manual tasks. They are generally recruited for fixed-term contracts (maximum 6 years in any EU Institution), but in some cases they can be offered contracts for an indefinite duration (in offices, agencies, delegations or representations).

For more information on different [staff categories](#).



# Business Analyst

**in the Office for Infrastructure and Logistics in Brussels**

**European Commission**

**Job title:** Business Analyst

**Domain:** Support Staff

**Where:** Unit OIB.LS4 – “Catering”, Brussels

**Function Group:** FG III

**Contract Type:** 3a

**Express your interest until:** 06.12.2024 - 12.00 (noon, Brussels time)

## **WE ARE**

The mission of OIB is to ensure a functional, safe and comfortable workplace for Commission staff and to provide high quality support services, based on a client-oriented approach in an environmentally friendly and cost-effective way.

Within the LS department responsible for logistics and services, unit OIB.LS.4 ‘Catering’ consists of three sectors: ‘Interinstitutional Relations – Support Green’, ‘Collective Catering’ and ‘Production’.

The unit comprises around 71 people in these 3 sectors. The unit’s staff are housed in a collaborative space in the B-28 building and/or in the field (restaurants and cafeterias).

Our unit, which is expanding, is responsible for the management of catering, the management of the protocol restaurant on the 13th floor in the Berlaymont Building and the management of the interinstitutional centre in Overijse. The management of catering facilities and related activities includes self-service restaurants, cafeterias, meeting and banqueting services and vending machines for the official needs of the Commission or its staff. The unit also carries out hygiene checks and audits of the European Commission’s various catering sites in Brussels, ensuring the reception conditions for staff/clients through specific arrangements and appropriate facilities, and providing various services contributing to the achievement of the Institution’s objectives in a modern and efficient catering environment.

The activities are supported by IT systems that must be configured, enhanced and rolled-out.

## **WE PROPOSE**

Unit LS4 “Catering” of OIB is seeking to hire one Business Analyst.

Within unit OIB.LS4 you will be responsible as a Contract Agent FG III for driving the digital transformation, bridging the gap between business needs and IT solutions.

The position will consist of combining strategic thinking with operational execution, in order to deliver innovative outcomes.

By understanding business needs and prioritizing requirements, the job holder translates them into actionable IT projects.

Responsibilities span from business analysis and project management to technical support and stakeholder management. Ultimately, ensuring IT aligns with business objectives.

Your main tasks will be:

- collect business IT needs and conduct in-depth business requirements analysis, translate them



into specifications for IT teams

- coordinate project activities related to IT needs, including the follow-up of the different stages in relation to the different actors of the IT project (users, managers, IT team, IT suppliers, finance and contract teams)
- prepare and coordinate User Acceptance Tests of IT projects
- prepare, implement and coordinate change management activities related to IT systems/projects
- Assist and give advice on the IT procedures put in place in the area of catering activity
- Ensure first level user support on specific IT systems
- Perform data analysis of business activities and statistics via corporate Business Intelligence tools (MS Power BI)
- Design and implement simple data collection and processing features via low code tools (MS PowerApps)

## **WE LOOK FOR**

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We are looking for an experienced Business Analyst.

The ideal profile will have the following features:

### **1. Required**

- Professional experience of at least 5 years in the field of IT business analysis
- Good technical skills with MS Word/Excel/Powerpoint
- Knowledge of BPMN, ARIS, PM<sup>2</sup>
- Experience with IT project governance

### **2. Desired**

- Technical skills with MS Power Platform (PowerBI, PowerApps)
- Knowledge of catering activities and IT cloud services related concepts

### **3. Personal qualities required for the position (assessed during the interview)**

- Capacity to work in autonomy and in team
- Proactivity
- Organisation and planning, Analytical mindset, Attention to detail
- Communication skills

### **4. Languages**

- French and / or English would be an advantage

## **HOW TO EXPRESS YOUR INTEREST?**

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With a view to guaranteeing equal access to all, the Commission recruits from an open database of spontaneous applications. The present call for interests aims at helping the recruiters to identify potentially interested candidates within this database.

In practice, to express your interest, please follow the subsequent two steps:

1. If you are not registered yet in the open EPSO database, please do so at the following address: [CAST Permanent](#). Please select under selection procedures for contract agent the CAST permanent profile that best suits your education and experience.
2. You should send your documents in a single pdf in the following order:
  1. your CV
  2. motivation letter
  3. duly filled in application form.Please send these documents by the publication deadline to [OIB-VACANCIES@ec.europa.eu](mailto:OIB-VACANCIES@ec.europa.eu) indicating the call for interest reference EC/2024/OIB/462033 in the subject.

**No applications will be accepted after the publication deadline.**



## ANNEX

### 1. Selection

#### ➤ Am I eligible to apply?

#### **You must meet the following eligibility criteria when you validate your application:**

Our rules provide that you can only be recruited as a contract agent at the European Commission if you:

##### General criteria:

- Are a citizen of a Member State of the EU and enjoy full rights as a citizen;
- Have fulfilled any obligations imposed by applicable laws concerning military service;
- Are physically fit to perform the duties linked to the position;
- Produce the appropriate character references as to suitability for the performance of the duties.
- Have passed an EPSO CAST in the relevant Function Group for this position. At the stage of the application, it is sufficient to be registered in the [EPSO CAST](#) data base.

##### Qualifications:

- (a) Have a level of post-secondary education attested by a diploma OR
- (b) a level of secondary education attested by a diploma giving access to post-secondary education, and appropriate professional experience of at least three years.

Only qualifications issued or recognised as equivalent by EU Member State authorities (e.g. by the Ministry of Education) will be accepted.

##### Languages:

- have a thorough knowledge (minimum level C1) of one of the 24 official languages of the EU<sup>1</sup>
- AND have a satisfactory knowledge (minimum level B2)<sup>2</sup> of a second official language of the EU, to the extent necessary for the performance of the duties.

#### ➤ What about the selection steps?

The selecting unit chooses from the EPSO database<sup>3</sup> candidates with the appropriate profile and invites them to an interview. For the interview a selection panel is set-up to assess the best candidates. Due to the large volume of applications that we may receive only candidates selected for the interview will be notified.

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<sup>1</sup> The official languages of the European Union are: BG (Bulgarian), CS (Czech), DA (Danish), DE (German), EL (Greek), EN (English), ES (Spanish), ET (Estonian), FI (Finnish), FR (French), GA (Irish), HR (Croatian), HU (Hungarian), IT (Italian), LT (Lithuanian), LV (Latvian), MT (Maltese), NL (Dutch), PL (Polish), PT (Portuguese), RO (Romanian), SK (Slovak), SL (Slovenian), SV (Swedish).

<sup>2</sup> For details on language levels, please see the Common European Framework of Reference for Languages (<https://europass.cedefop.europa.eu/en/resources/european-language-levels-cefr>).

<sup>3</sup> Therefore, candidates who did not pass already a CAST on the level Function Group [II], should register their profile at this [address](#).



## **2. Recruitment**

The candidate selected for recruitment will be requested to provide documentary evidence in support of the statements made in the database and, where relevant, the call for interest.

The successful candidate will be required to undergo a mandatory pre-recruitment medical check-up carried out by the Commission.

### ➤ **Type of contract and working conditions**

The place of employment will be in **Brussels**.

The successful candidate will be engaged as a **contract agent under Article 3(a) of the [Conditions of Employment of Other Servants](#), in function group FG III**. General information on Contract Agents can be found at this link.

The grade or proposed grade range, as well as the step in that grade, will be defined on the basis of the candidates' previous professional experience, in accordance with [Commission Decision C\(2017\)6760](#) laying down the criteria applicable to classification in step on engagement.

The first contract will be 2 years. The contract may be renewed in the interest of the service for a fixed period. If a second renewal is in the interest of the service, the contract will be for an indefinite duration.

The duration of the renewal(s) will be defined according to the General Implementation Rules in force at that moment, in accordance with [Commission Decision C\(2017\)6760](#) on policies for the engagement and use of contract agents.

The selected candidate shall serve a 9-month probationary period.

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. As a member of staff of the European institutions, your pay is subject to a tax raised by those institutions.

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

Should you need further information on working conditions, please refer to [Working conditions and benefits of EU Careers](#).



For information related to Data Protection, please see the Specific [Privacy Statement](#) under “7. Information to data subjects on their rights”, to find your rights and how to exercise them in addition to the privacy statement, which summarises the processing of your data.