



## **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](#).



# Human Resources Assistant – Data and Analytics

## in DG HR of the European Commission

**Job title:** Human Resources (HR) Assistant

**Domain:** Human Resources

**Where:** Unit HR.A.5 – HR Data & Analytics, Brussels

**Function Group:** FG III

**Contract Type:** 3b

**Express your interest until:** 08.01.2025 - 12.00 (Brussels time)

### WE ARE

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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.

DG HR's unit A.5 Data and Analytics leverages the power of data to drive strategic HR decisions. We support the delivery of key HR policy and political priorities, such as the Commission Strategy on Human Resources, the Commission strategy on reducing its environmental impact, and the Commission actions in the areas of Flexible working, Diversity and Inclusion. By providing actionable insights and data, we empower DG HR to optimise human resources management and help the Commission achieve its strategic goals.

The unit, composed of 28 colleagues organised into 5 teams, provides state-of-the-art, user-friendly, accurate and cost-effective data and analytics services to support HR policies and decisions. We serve a wide range of Commission client groups: units in DG HR, HR professionals in each DG, managers, other central services, and strategic decision makers in the Commission. Furthermore, we provide services to HR functions in over 30 client Institutions and agencies that use the same HR source systems as the Commission. Our services include standard reports, self-service dashboards, advanced analytics, publications, survey management as well as data governance and data management coordination.

The unit is also responsible for the delivery of data related projects under an on-going HR Transformation programme, which aims to modernise and streamline HR processes and the supporting IT solutions.

(Reference: Call for interest EC/2024/HR/398364)



## **WE PROPOSE**

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Unit HR.A.5 in DG Human Resources and Security is seeking to hire an HR Assistant – Data and Analytics - responsible to manage the user service desk and perform training and communication activities to the HR community on HR data and analytics topics. The role is part of the Outreach team.

More specifically, the role involves:

- Responsible for providing an excellent client service by processing incoming client requests promptly; maintaining effective communication with clients; efficiently distributing and tracking incoming requests within the team; and ensuring timely resolution of all service desk issues;
- For certain request types, analyse and prepare extracts and visualisations using Business Intelligence tools such as Business Objects, QlikSense, PowerBI;
- Documenting and optimising unit processes and procedures with the view of enhancing collaboration, and updating the units' knowledge base;
- Define and maintain user accesses procedures. Grant access to reports, adhering to data protection rules and established procedures. Propose changes to access management and security models of HR Data & Analytics tools and SYSPER to meet evolving user needs;
- Deliver training to the HR Community to enhance their knowledge and skills in using the HR Data & Analytics services;
- Contribute to communication activities and assist in managing user communities, through the use of Teams platform,;
- Contributing to development of solutions. Execute tests of solutions developed by the team.

Although the vacant position is to be filled in the Outreach Team within HR.A.5, this role requires close collaboration and frequent interaction with other teams in the unit, as well as other units within DG HR and other services/DGs of the Commission.

The jobholder will also be required to contribute to other projects or tasks managed within the unit or the Directorate as needed.



## **WE LOOK FOR**

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We look for an experienced, well-organised and responsible colleague to contribute to the unit's objectives. This work requires commitment and flexibility, a problem-solving mindset and pragmatism, attention to detail and empathy, as well as a collaborative attitude.

The candidate should have the following skills, experience and attributes:

### Experience

- Service desk: experience in a service desk or helpdesk role, providing technical support to users
- HR data analysis: experience in analysing HR data to identify trends, patterns and insights
- Data Privacy and Security: understanding of data privacy regulations and data security best practices

### Technical and soft skills

- proficiency in using data and analytics tools used for dashboarding and reporting (e.g. Excel, Qlik, SAP Business Objects, SQL);
- knowledge of the human resources domain; familiarity with HR policies and HR information system in the Commission or other EU institutions would be a plus;
- basic statistical knowledge to interpret data and draw meaningful conclusions;
- excellent customer service skills to provide timely and helpful support to HR users;
- strong oral and written communication skills to interact with users of varying technical expertise;
- Meticulous attention to detail to ensure accuracy in data analysis and reporting provided to clients
- ability to swiftly integrate into the team and work in a proactive and autonomous way;
- foster collaboration with other teams, units, DGs/services and with external interlocutors.

Previous experience within the Data and Analytics domain and/or Commission HR domain would be an asset.



## **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 **HR-MAIL-A5@ec.europa.eu** indicating the call for interest reference EC/2024/HR/398364 and your surname 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 education which corresponds to completed university studies of at least three years attested by a diploma.

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.

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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>).



➤ **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.

For operational reasons and in order to complete the selection procedure as quickly as possible in the interest of the candidates and of the institution, the selection procedure will be carried out in English and possibly in a second official language.

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<sup>3</sup> Therefore, candidates who did not pass already a CAST on the level Function Group III, 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(b) 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 duration of the first **contract will be of 1 year**. Subject to the interest of the service, the contract can be extended to a maximum duration of 6 years.

The duration of the extension 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.

All new staff have to successfully complete 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.