



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.



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](#).



Administrative Agent

in DG REFORM – European Commission

Job title: Administrative support Agent

Domain: Secretary/Administrative assistant

Where: Unit B.3 – Sustainable Growth and Business Environment, Brussels

Function Group: FG II

Contract Type: 3b

Express your interest until: 07.01.2025 - 12.00 (Brussels time)

WE ARE

The mission of DG REFORM is to provide and coordinate technical support to Member States for the preparation and implementation of structural reforms.

DG REFORM manages the Technical Support Instrument (TSI). The TSI is the European Commission's key tool for supporting Member States in designing and implementing growth-enhancing and inclusive reforms. The TSI has a dedicated budget and a legal framework for the provision of technical support to Member States.

The vacancy is in the Sustainable Growth and Business Environment Unit (REFORM.B3) which is in charge of technical support projects in the fields of competitiveness and sustainability.

WE PROPOSE

An interesting and challenging opportunity for an administrative agent to contribute to the coordination and monitoring of the activities of the Technical Support Instrument. The successful candidate will provide overall administrative support to Unit REFORM.B3 and will have a broad range of administrative responsibilities.

The main tasks will include:

- Provide daily assistance for administrative coordination and follow up of tasks and procedures related to the Unit activities and ensure the proper application of the administrative procedures by the Unit.
- Organise end to end missions.
- Manage functional mailboxes related to the Unit activities and provide assistance by answering the telephone, filtering calls and taking messages, responding to general inquiries.
- Manage the calendar of the Head of Unit.
- Register, filter, and archive the correspondence using Commission IT tools, attribute correspondence according to the task division within the Unit, monitor the deadlines and ensure that incoming messages are attributes and followed up in the Unit and that deadlines are respected.
- Assign briefings in the related database and requests for input and/or participation in Inter-service consultations (ISC) and Inter-service steering group (ISG) meetings and monitor the delivery of the input or the participation of the unit members within the assigned deadline.
- Prepare/copy correspondence for transmission in the Commission document repository and use



appropriate workflows in e- signatory, draft and handle the layout and quality check of documents and contribute to the administrative quality checks on files for signature.

- Ensure the logistical support for the organisation of internal and external events such as meetings, workshops, conferences, and public events, including reservation of the rooms, technical support and assist in welcoming the visitors in accordance with security rules (e- pass registration for external visitors).
- Provide support to unit staff for the preparation, launch and processing of contractual documentation and other workflows related to project implementation.

In this context the jobholder will have frequent contacts with operational units (both within and outside DG REFORM) and with Member State officials.

WE LOOK FOR

We are looking for an enthusiastic colleague with a good sense of responsibility and initiative, ready to work in a challenging environment. You should be service minded and very well organised. You should have proven administrative skills, good command of Commission IT tools is an advantage. The candidate should be capable of prioritising and delivering effectively. Given the nature of the job, discretion, strong service culture, good communication and interpersonal skills, as well as excellent multi-tasking, organisation and coordination are key. The ability to work in effectively in English is an asset. Knowledge of other Member States' languages would be advantageous.

The successful candidate should ideally have the following skills:

- High level of customer-orientation;
- Strong analytical and problem solving skills including the ability deal with large amount of information in a limited time;
- Ability to establish and maintain effective working relations with co-workers in an international and multi-disciplinary work environment;
- Attention to detail and ability to deal with multiple tasks simultaneously;
- The candidate should be able to work independently as well as a part of a team together with the other Unit assistant;

Any of the following skills or competences represent an advantage:

- Work experience in operational and administrative support and resources, information, and document management – 1 year

HOW TO EXPRESS YOUR INTEREST?

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 REFORM-B3@ec.europa.eu indicating the call for interest reference EC/2024/REFORM/248021 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 EU¹
- AND have a satisfactory knowledge (minimum level B2)² of a second official language of the EU, to the extent necessary for the performance of the duties.

➤ What about the selection steps?

¹ 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).

² 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>).



The selecting unit chooses from the EPSO database³ 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.

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 II**. 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 (1+2+2+1).

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.

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



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.