



## **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, backgrounds, languages and cultures make the Commission a vibrant and inclusive place to work.

### **WE OFFER GREAT JOBS AND GREAT WORKING CONDITIONS:**

- Interesting and challenging positions with plenty of opportunities for training and acquiring new skills and competencies throughout your whole career
- Opportunities to try several areas or move between different policy areas in your career
- A package of flexible working conditions including the possibility of teleworking – we care about your work-life balance
- A competitive financial package, including comprehensive healthcare, accident and pension schemes
- A multilingual, multicultural workplace where personal and career development are strongly promoted
- Multilingual schools for your children

### **We recruit from a wide range of backgrounds and actively promote diversity and inclusion:**

We do not only recruit political scientists and lawyers but are also looking for all kinds of profiles, including scientists, linguists, IT experts, data analysts and economists, as well as drivers and engineers.

We are committed to equal opportunities and to fostering a rich, diverse and inclusive working environment. We aim for our workforce to be representative of European society and strongly welcome applications from all qualified candidates. We actively seek to create a workplace where each staff member feels valued and respected, can give their best and can develop to their full potential.



To promote diversity and establish a geographically balanced pool of candidates, we strongly encourage applicants from Member States which are currently underrepresented in the European Commission workforce to apply. These Member States are currently Austria, Cyprus, the Czech Republic, Denmark, the Netherlands, Estonia, Finland, Germany, Ireland, Luxembourg, Malta, Poland, Portugal, Slovakia and Sweden<sup>1</sup>. Recruitment will however remain strictly based on the merits of all applicants and no positions will be reserved for nationals of any specific Member State.

## STAFF RECRUITED ON CONTRACTS

In addition to permanent officials, the European Commission offers non-permanent positions. 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](#)

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<sup>1</sup> Please note that the list of underrepresented Member States may be subject to future amendment based on potential data changes over time.



# Business Process Analyst

## in DG HR of the European Commission

**Job title:** Business process analyst

**Domain:** Information technology

**Where:** Unit HR.04 - HR Digital Solutions & Business Process Efficiency, Brussels

**Function Group:** FG IV

**Contract Type:** 3b

**Express your interest until:** 28.03.2025 - 12.00 (noon, Brussels time)

### WE ARE

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DG Human Resources and Security contributes to the general objective of having “a modern, high performing and sustainable European Commission”. For this purpose, DG HR aims at fostering organisational performance, security, ethics and engagement, and at attracting, developing, deploying talent and at developing management skill. We also focus on achieving cross-cutting objectives to make the Commission even more diverse, inclusive and greener. In the long run, the ultimate impact of our policy will translate into increases in the Staff engagement index in the Commission, the improved percentage of Environmental performance in the Commission, greater equality in gender representation in management in the Commission and into making the Commission a more attractive place to work. The Human Resources and Security department (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, making sure that work continues during crises and dealing with online security.

DG HR has initiated an ambitious HR Digital Transformation programme, covering all the HR business domains across the HR Family, including services delivered by DG HR, EPSO, and PMO. The programme’s primary driver is the Commission’s new Human Resources (HR) Strategy, which presents a common vision for a modern, flexible, and values-driven organisation that empowers staff to deliver outstanding results for European citizens. The strategy addresses on the one hand the needs of the Commission to perform at the highest level in the interest of Europeans, and on the other hand, the needs for staff to have an attractive workplace and a fulfilling career. The strategy will also strengthen cooperation with other EU bodies on strategic HR matters such as mobility and modern, flexible, and inclusive working conditions.

The Unit HR.04 – HR Digital Solutions is responsible for driving digital innovation and transformation of the HR business services and processes and the current HR IT landscape in line with the modernisation needs of the Commission, equally applicable at interinstitutional level. The unit ensures DG HR’s global view across these systems and the coordination of the implementation of the Digital Solutions Strategy across the DG, in close cooperation with HR family.



In this context, the unit has a leading role in the HR Digital Transformation programme and acts as the principal point of contact of DG HR with DIGIT to oversee the joint planning for IT development in the field of HR policies. In line with its tasks, the unit also manages the collaboration with numerous stakeholders. This concerns not only the business units within DG HR and other HR family DGs and services, but also institutions and agencies using Commission HR IT tools (based on service-level agreements).

The HR Digital Transformation is the flagship programme of the unit that aims to transform the current HR IT landscape of the Commission and its partners by taking a holistic approach across the HR Function and IT. The programme's goal is to elaborate an architecture that takes the opportunity provided by emerging technologies to digitally transform services, the delivery model, the underlying business processes and to turn data into business insights.

As part of the HRT programme and the activities foreseen, DG HR aims to implement fast, flexible and efficient HR process and services. As part of this effort, a full review of all HR services and processes is being carried out, starting with the processes linked to the actions defined in the HR Strategy, the ones impacted by the new HR IT platform and the ones capable of providing fast efficiency gains.

## **WE PROPOSE**

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To reinforce the team and progress faster on the process review to support HRT transition and the identification of clear efficiency gains, Unit HR.04 - HR Digital Solutions & Business Process Efficiency of DG HR is seeking to hire **one** business process analyst.

The position will consist of performing the review of HR related business processes and identifying the possible efficiency gains.

The role and the nature of the tasks of the business process analyst are described below:

- Map and document the HR business processes within the DG HR.
- Analyse identified process and make proposals to optimise and redesign workflows aiming for fast, flexible, efficient and client-centric processes.
- Contribute to the implementation of the HR Transformation programme.
- Contribute to the functional specifications of the new HR IT Platform
- Work closely with programme team and business stakeholders, make proposals and recommend strategies.
- Participate in working groups, progress meetings and meetings with the users and the team in charge of the HR Transformation programme



## **WE LOOK FOR**

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We are looking for a business process analyst

The ideal candidate possesses the following qualifications:

- Expertise and experience in process improvement / business process management, ideally in the human resources field.
- Expertise and experience in HR transformation.
- Experience with business process modelling and modelling tools.
- Practical experience with BPMN modelling ideally using Aris.
- Proactive attitude, communicative (i.e., oral, written presentations and reports) and customer/result oriented.
- Excellent analytical and problem-solving skills, advanced technical writing and presentation skills.
- Ability to interface effectively with users, technical staff and (senior) management.
- Very good knowledge of written/spoken English (working language). Knowledge of French is 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. completed application form.

Please send these documents by the publication deadline to [HR-MAIL-04@ec.europa.eu](mailto:HR-MAIL-04@ec.europa.eu) indicating the call for interest reference EC/2025/HR/472279 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>2</sup>
- AND have a satisfactory knowledge (minimum level B2)<sup>3</sup> of a second official language of the EU, to the extent necessary for the performance of the duties.

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<sup>2</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>3</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>4</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>4</sup> Therefore, candidates who did not pass already a CAST on the level Function Group [IV], 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 IV**. 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 1 year**. Subject to the interest of the service, the contract may be renewed one or more times up to a maximum duration of 6 years.

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

Contract agents recruited in Function Group IV 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.