



## **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](#).



# Information and Communication Assistant

## The Publications Office of the European Union

**Selection reference:** OP/COM/2025/468

**Domain:** Knowledge Management and Sharing

**Where:** Unit OP.A.3 – “Digital Solutions and Process Efficiency”, Luxembourg

**Staff category and Function Group:** Temporary agent 2b/2d – Assistant

**Grade range:** AST 1 – 4

**Publication deadline:** 05.05.2025 - 12.00 (Brussels time)

### WE ARE

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The Publications Office of the European Union is the official provider of publishing services to all EU institutions, bodies, and agencies. As such, it is the central point of access to EU law, and also to publications, data, research results, procurement notices and other official information. The Publications Office therefore plays a central role in informing the public about what the EU does and means for them, and in unlocking the power of data.

Its mission is to support EU policies as a centre of excellence for information, data and knowledge management, and to ensure that this broad range of information is available to the public as accessible and reusable data to facilitate transparency, economic activity and the diffusion of knowledge.

The Publications Office publishes in all the official languages of the European Union and continuously adapts its services to a rapidly evolving technological environment (e.g. data services, cloud computing, machine learning and artificial intelligence).

Directorate A “Data, Information and Knowledge Management Services and Artificial Intelligence Exploitation” comprises 5 units with around 160 staff (permanent and nonpermanent) dealing with standardisation, the management of the Common Data Repository, data and meta-data enrichment, the management of the EC Library, long-term preservation, the operation of the OP Portal and the provision of IT services including the use of Artificial Intelligence to both streamline business processes and design and develop new impactful data services.

Unit A.3 “Digital Solutions and Process Efficiency” consists of highly qualified Digital Transformation Experts who provide technical expertise and manage the operation, development, and evolution of our information systems. The unit applies service management methodologies to assist the operational units, helping them to define their IT needs and carry out a constantly



evolving work program while reporting to the management on the state of the projects.

Sector 003 "Service delivery and support" is providing support for project management, Information Systems architecture and Knowledge management and digital workplace support.

## **WE PROPOSE**

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The Publications Office is advancing well in moving toward a digital workplace and in line with the Commission Communication seeks to fully use the corporate tools and facilities. This entails a significant change for the way of working of OP and specific communication measures need to be put in place to accompany the staff in this journey.

We propose a position as Administrative Assistant with both technical and communication responsibilities - in the sector A.3.003 "Service delivery and support" of the Unit A.3, covering mainly the following groups of tasks:

- Support knowledge transfer related to standard digital workplace procedures and guidelines (DIGIT-provided) and ensuring smooth onboarding of new tools; draft user-friendly IT guidance, disseminate information through mass e-mails and newsletters, update of IT pages on SPO sites (content drafting as well as basic layout); give presentations regularly in order to raise the level of IT maturity in OP; assist new software installation in EC Store and license management for selected software.
- Contribute to user information and education in terms of standard Commission software (e.g. MS tools - Outlook, PowerPoint, OneNote; Microsoft 365 online tools - Sharepoint Online, OneDrive, Teams, etc. and video conferencing tools - Webex, Zoom, etc.).
- Oversee the day-to-day functioning of the audio and video set-ups at the Publications Office (hybrid rooms equipment, liaison with OIL Conferences, special audio equipment inventory etc.).

We offer you the opportunity to work with highly motivated colleagues and continuous training opportunities. You will be successful in this position if you have the willingness to learn, challenge the status quo, propose and implement improvements and, most importantly, always find a solution.

## **WE LOOK FOR**

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We are looking for a person that has a very active personality, is strongly user-IT oriented, enjoys helping colleagues and can autonomously find the right answers to new questions. Good drafting skills and communication in English is a must and good French is a very useful asset.

We are looking for an advanced user of most Microsoft 365 tools, with advanced knowledge and understanding of audio-video conferencing equipment, as well as entry-level knowledge of IT programming. To give a practical example, the perfect candidate will know how to set up a SPO site, manage document library access rights, create and implement Power automate flows, connect microphones and speakers to a projector and laptop to establish a mobile hybrid meeting room set-



up, create a simple Json script, know his/her way around a Copilot prompt and/or Google search. He/she will also be perfectly adapt at mobile working (using a smartphone for every day professional tasks).

Essential job-related experience: at least 1 year in the following fields:

- Operation and administrative support and resources,
- Audiovisual and (mass) media.

The ideal candidate would prove:

- excellent prioritisation and organisational skills,
- service-oriented approach and high sense of accountability for delivering results.

As we cater to the entire organisation, a sense of responsibility, good communication skills, flexibility, quick reaction and autonomous work are essential to the job.

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

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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 [OP-DIR-A-SECRETARIAT@publications.europa.eu](mailto:OP-DIR-A-SECRETARIAT@publications.europa.eu) indicating the selection reference OP/COM/2025/468 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 temporary 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 post;
- Produce the appropriate character references as to suitability for the performance of the duties.

##### Qualifications:

In order to be recruited in this position, you must have at least either a level of post-secondary education attested by a diploma, or 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. Furthermore, before recruitment, you will be required to provide the documents that corroborate the eligibility criteria (diplomas, certificates and other supporting documents).

##### Languages:

- have a thorough knowledge (minimum level C1) of one of the 24 official languages of the EU<sup>1</sup>
- AND a satisfactory knowledge (minimum level B2) 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).



### ➤ **What about the selection steps?**

The post was published internally within the Commission, inter-institutionally, and brought to the attention of competition laureates.

In accordance with Article 29 of the Staff Regulations, applications from Commission officials, officials from other Institutions, and laureates of competitions have priority. Only in the case that no suitable candidate can be found from the afore-mentioned categories this vacancy notice is published and is open to other applicants<sup>2</sup>.

The selection panel will choose a limited number of candidates for interview, based on the CV and motivation letter that they submitted. Due to the large volume of applications, we may receive, **only candidates selected for the next step of the selection phase 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 supply documentary evidence in support of the statements made in their application.

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 **Luxembourg**.

In case the successful candidate is an external candidate, s/he will be engaged as a **temporary agent under Article 2(b)/2(d) of the [Conditions of Employment of Other Servants](#), in function group AST.**

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<sup>2</sup> Officials from the Commission or other Institutions are invited to use the standard channels (Sysper or inter-institutional vacancy portal).



The recruitment grade, as well as the step in that grade, will be defined on the basis of the duration of the candidates' previous appropriate professional experience, in accordance with [Commission Decision C\(2013\)8970](#) laying down the criteria applicable to classification in step on engagement.

The duration of the **1<sup>st</sup> contract will be of 1 to 3 years**. The contract might then be extended only once for a maximum of 2 years and in the interest of service. 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\(2013\)9049](#) on policies for the engagement and use of temporary 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.