



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 ATTRACTIVE WORKING CONDITIONS AND MUCH MORE:

- Interesting and challenging jobs with plenty of opportunities for training and acquiring new skills and competencies throughout your whole career
- Opportunities to move between different policy areas throughout 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 Sweden¹. 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.

For more information ec.europa.eu/work-with-us

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](#)

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



Team Leader of User Experience and Accessibility Office

Directorate-General for Digital Services (DG DIGIT) of the European Commission

Selection reference: DIGIT/COM/2025/1202

Domain: INFORMATION and COMMUNICATION TECHNOLOGIES

Where: Unit DIGIT.A.2 – “Portfolio methodologies & tools”, Brussels

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

Grade range: AD 5-8

Publication deadline: 15.07.2025 - 12.00 (Brussels time)

WE ARE

The Directorate-General for Digital Services (DIGIT) is responsible for the management and coordination of information and telecommunication technology for the Commission's services. It defines and implements a dynamic corporate IT vision and strategy aligned with the Commission's priorities, in close collaboration with IT governance structures.

Our unit – DIGIT.A.2 – drives and supports digital transformation in the areas of procurement and programme management, helping the European Commission and other EU institutions, bodies, and agencies (EUIBAs) to improve key operational and administrative processes, such as planning, budgeting, and IT asset management. Within this unit, we have a position open of User Experience Team Leader.

WE PROPOSE

DIGIT.A.2 is seeking to hire one engaging role of User Experience (UX) Office Team Leader that combines establishment of UX vision for digital products, operational coordination of UX research and User Interface design and related services across the institution. You will help teams create or improve online services — such as websites, intranet tools and applications — that are clear, accessible and user-friendly.

This position involves guiding project teams in understanding what their users need when accessing a digital service, helping to structure and present complex content more clearly, and supporting the use of feedback and data to continuously improve online tools and applications.

Your tasks will cover coordination of day-to-day operations, communication with internal clients, planning and monitoring of budget and resources, procurement and contract preparation, and support to institutional learning and visibility efforts. You will also help promote modern digital



practices across departments by ensuring quality, consistency, and transparency in how services are created and managed.

Your responsibilities:

- Operational Support: Coordinate the delivery of support services that help departments improve their digital tools.
- Digital Service Improvement: Facilitate discussions with project owners and internal teams to clarify needs, define navigation flows, prioritise content, and improve the clarity and usability of digital tools.
- Budget and Resource Planning: Monitor expenses, support financial reporting, and ensure efficient allocation of tools, staff time and external services.
- Procurement and Contract Management: Prepare documentation for calls for services or tools. Oversee contract follow-up and service evaluation.
- Internal Communication and Promotion: Contribute to awareness campaigns.
- Stakeholder Engagement: Maintain clear communication with internal clients, gather feedback, clarify expectations.

WE LOOK FOR

A service-oriented Office Team Leader and highly organised professional with strong background in domains of User Experience and accessibility, coordination skills, a proactive mindset and an interest in digital public services. Ideally 10 years of experience.

We look for a motivated candidate who is at ease in legal and procurement environments.

You bring:

- Experience supporting or managing User Experience and accessibility initiatives and projects, ideally in environments that focus on improving online services, internal tools, or public-facing applications.
- The ability to understand and help define what users (staff, citizens, or businesses) actually need from a digital service — and how to make that experience simpler, faster, or clearer.
- Familiarity with budget oversight, procurement procedures and administrative operations in a large organisation.
- Experience preparing documentation, presenting to stakeholders, and working across diverse teams with different priorities.
- Strong communication and interpersonal skills, including the ability to translate technical or abstract requirements into concrete plans.
- Capacity to manage multiple responsibilities, set priorities, and deliver results independently.
- Experience within the EU institutions or in public administration is an asset, particularly related to digital services, communications, or operational support.
- Proven substantial training in the area of User Experience.



HOW TO EXPRESS YOUR INTEREST?

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 DIGIT-A2@ec.europa.eu indicating the selection reference DIGIT/COM/2025/1202 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 for this position, you must have at least a level of education which corresponds to completed university studies of at least 3 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. 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 EU²
- 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.

² 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 priority³. If these candidates do not best fit the requirements for the position, the Commission can recruit a temporary agent.

A selection panel will choose a limited number of candidates for interview, based on the CV and application form 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 **Brussels**.

In case the successful candidate is not an official or a competition laureate, they will be recruited as a **temporary agent under Article 2(b)/2(d) of the [Conditions of Employment of Other Servants](#), in function group AD.**

³ Officials from the Commission or other Institutions are invited to use the standard channels (Sysper or inter-institutional vacancy portal).



➤ **Grade**

The recruitment grade, as well as the step in that grade, will be determined in accordance with [Commission Decision C\(2013\)9049](#) on policies for the engagement and use of temporary agents and with [Commission Decision C\(2013\)8970](#) laying down the criteria applicable to classification in step on engagement.

The recruitment grade will be that of similar competitions in the field that have been recently published or already planned. Otherwise, recruitment will be at the level of AD5. The Authority authorised to conclude Contracts of Employment ('ACE') may grant a grade AD6 or AD7 based on an assessment of the needs of the service, notably the nature of the profile sought, the level of responsibility to be exercised or the labour market conditions for the profile in question, and on the duration of the candidates' previous appropriate professional experience. The maximum recruitment grade is AD8, which may be granted under very exceptional circumstances.

The duration of the **1st 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.