



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 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 – Unit's Mail and End of Service Rights

In the Paymaster Office (PMO) of the European Commission

Selection reference: PMO/COM/2025/2623

Domain: Remunerations, Rights and Obligations

Where: Unit PMO.2.001 – “Unit's Mail and End of Service Rights”, Brussels

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

Grade range: AST1-4

Publication deadline: 04/12/2025 – 12.00 (Brussels time)

WE ARE

The mission of the PMO (Paymaster's Office or Office for the administration and payment of individual entitlements) is to provide a high quality and user-friendly service to beneficiaries by promptly and accurately managing, determining and paying individual rights and expenses (e.g. salaries, pensions, sickness insurance reimbursements and mission expenses). PMO.2 Pensions' Unit (with around 80 persons) consists of two sectors:

- The “Pensions” sector is responsible for fixing and paying out the pension rights (retirement, invalidity and survivor's pensions) of officials and other servants.
- The “Pension Transfers and unemployment benefits” sector, which is responsible for the transfer IN of pension rights accumulated previously to the system of the European institutions and vice versa, the transfer OUT of rights accumulated within the EU to national or private schemes and the payment of severance allowances and the unemployment benefit allowance.

WE PROPOSE

A Team Leader position within the End of Service Rights and Unit's Mail teams of the Pensions unit. The position offers the opportunity to lead and coordinate two teams in a dynamic, multicultural, and service-driven environment. Under the supervision of the Head of Sector and the Head of Unit, the Team Leader will lead, coordinate and monitor the activities and resources of the Unit's Mail and End of Service Rights teams.

The position will include, among others, the following tasks:

- Lead and coordinate the teams, providing guidance and support to colleagues handling complex files, ensuring compliance with statutory rules and quality standards.
- Oversee operational verification and validation of end-of-service rights files, including removal and travel expenses, resettlement allowances, and address changes.
- Act as liaison with clients, colleagues, and partner services across EU institutions to ensure high-quality, client-oriented service.



- Coordinate procedural improvements, complaint responses, and IT/Knowledge Management activities, including contributing to the PMO Knowledge Hub and the development of digital tools.
- Monitor team performance, plan resources, and deliver training, ensuring smooth execution of tasks and development of staff competences.
- Contribute to internal communication and outreach, including updating guides, newsletters, Staff Center Articles, and participating in PMO events and information campaigns.
- Coordinate the Unit's Mail team, ensuring correct and timely application of document management procedures, smooth flow of incoming and outgoing mail, and dissemination of relevant information within the team.

All the tasks are carried out in accordance with the Statutory rules, respecting the deadlines set for the realisation of the activities as well as the related quality standards.

WE LOOK FOR

We are looking for a highly motivated, well-organised, proactive, communicative and dynamic professional with a client-oriented mindset, who will contribute to offering the best possible service to our internal and external clients.

The ideal profile for the job is a candidate with:

- Relevant experience in team leadership, coordination, and coaching, including providing guidance and feedback to team members.
- Proven experience in providing high-quality customer service in an administrative or HR/financial context.
- Good knowledge of Statutory and financial matters, in particular in the field of end-of-service rights and related entitlements, or willingness to acquire it swiftly.
- Adequate knowledge (or willingness to acquire it quickly) of pension rights, removal expenses, resettlement allowances, and other entitlements of EU officials and other servants.
- Experience in document management, mail handling, or administrative procedures, ensuring accuracy, timeliness, and compliance with rules.
- Strong analytical skills to evaluate complex files and ensure procedural and financial accuracy.
- Good knowledge of IT tools and relevant applications is considered an asset

Additionally, the selected candidate should demonstrate the following personal qualities:

- Able to set priorities, manage urgent tasks, and coordinate team resources effectively.
- Proactive, cooperative, and constructive, fostering a positive team culture.
- Capable of working both independently and as part of a team.
- Client-oriented, ensuring high-quality services to staff and partners.
- Strong communication skills in both French and English; knowledge of other EU languages is considered an asset.



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 PMO-PUBLICATIONS-AC@ec.europa.eu indicating the selection reference PMO/COM/2025/2623 in the subject.



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 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 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.

➤ What about the selection steps?

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).



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/French and possibly in another 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) of the [Conditions of Employment of Other Servants](#), in function groups AST.**

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\(2025\)4716](#) 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 calculated based on the qualifications and the number of years of professional experience, according to Art. 13 of the Commission Decision C(2025)4716. Higher grades may be granted exceptionally.

The duration of the **1st contract will be of 1 to 4 years**. The contract might then be extended only once for a maximum of 2 years and in the interest of service, in accordance with [Commission Decision C\(2025\)4716](#) 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.