



## 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 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.

For more information [ec.europa.eu/work-with-us](http://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](#)

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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.



# Administrative Assistant - AIPN -

## Education Allowances

### In the Paymaster Office (PMO) of the European Commission

**Selection reference:** PMO/COM/2025/3073

**Domain:** Remunerations, Rights and Obligations

**Where:** Unit 1.001, "Rights and Salaries", Brussels

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

**Grade range:** AST1-3

**Publication deadline:** 26/01/2026- 12.00 (Brussels time)

#### **WE ARE**

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The mission of the PMO (Office for the administration and payment of individual entitlements or Paymaster's Office) 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).

The unit PMO.1 'Rights and Salaries' is responsible for providing the following services to staff in active employment in the Commission and in the other EU Institutions and bodies that have delegated these functions to the PMO:

- Calculating and paying salaries (including allowances) for approximately 50 000 people per month;
- Determining the individual financial rights of staff upon entry into service and whenever a life or other event changes those rights;
- Addressing queries and complaints from staff about their salaries and their rights.

The Unit works in teams, each of which is responsible for different processes falling under the Unit's responsibility (e.g. Payment of Salaries, Establishing Rights on entry into services, Family Allowances, Dependent Child Allowances, Allowances received from other sources, Helpdesk). Each team is led by a Team Leader under the supervision of a Head of Sector.

There are about 110 staff members split across three Sectors.

The Unit aims to provide high quality and in-time services to staff, the Commission, other Institutions, Agencies and bodies in a transparent and customer-oriented way, so that Institutions and their staff can get on with their work.



## WE PROPOSE

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PMO.1 is seeking to hire 1 AST- AIPN (verifying agent) for the Education Allowances team, with responsibility for education allowances and related individual financial rights.

The team manages the entitlements of staff of the Commission and other EU bodies and Institutions to education allowances, as well as other linked family allowances and derived benefits.

You will:

- Coordinate and monitor the consistent implementation of rules, procedures and guidelines, ensuring uniform application by the team;
- Support and advise case-handlers; verify education declarations processed by the file-handlers and act as Appointing Authority for education allowances;
- Process administrative requests and complaints (including Article 90 cases) within prescribed deadlines;
- Communicate clearly and timely with staff in English or French, and provide relevant information, statistics and analysis;
- Ensure follow-up and implementation of decisions, and coordinate with other teams in the Unit;
- Participate in info-sessions for staff members, support the Team Leader on dedicated projects;
- Support the Team Leader in projects, reporting, audits, business continuity and crisis situations; deputise when required.

The role includes managing the annual education allowance exercise linked to the school year, including communication campaigns, reminders to staff, verification of declarations, and preparation of payments and recoveries. The team processes around 30,000 education declarations per year, with a workload peak in the second half of the year.

This position offers the opportunity to develop AIPN and control skills within a team of 15 professionals, with responsibility for a clearly defined PMO activity with measurable results. You will work with established tools, adapting control systems to increasing workloads while ensuring legal compliance, timely processing and client satisfaction, with direct support from the Team Leader and Head of Sector.

## WE LOOK FOR

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The ideal profile for the job has:

- Very good analytical skills;
- Excellent planning, organisation and problem-solving skills;
- Pragmatism and a results/solutions-based approach to managing issues;
- A high sense of diplomacy, discretion and confidentiality;
- The openness and ability needed to work in a team;
- A good ability to manage responsibilities and work under pressure;



- Excellent communication and drafting skills, and very good knowledge of written and spoken French and English;
- A strong customer-service orientation.
- Ability to learn quickly and an aptitude to get to grips with the technical knowledge required to do the job.

The following qualities would be advantageous:

- Professional experience in HR or in managing individual's rights;
- Experience in the development, review and simplification of procedures;
- Ability to explain complex issues in a clear and simple way.

Training will be provided on the Staff Regulations, the establishment of rights and the use of SYSPER Rights so prior experience in these areas is not necessary. Nevertheless, some knowledge in these areas would be advantageous.

In line with PMO's commitment to achieving gender balance, applications from men are particularly encouraged for this position.

## **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](mailto:PMO-PUBLICATIONS-AC@ec.europa.eu) indicating the selection reference PMO/COM/2025/3073 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 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>2</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>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).



## ➤ **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<sup>3</sup>. If these candidates do not best fit the requirements for the position, the Commission can recruit a temporary agent.

For temporary agents under Article 2(a) of the [Conditions of Employment of Other Servants](#), the post is published directly on the EPSO website, without mandatory prior internal publication.

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.**

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<sup>3</sup> 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 **1<sup>st</sup> contract will be up 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.