



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.



INFORMATION and COMMUNICATION ASSISTANT

Directorate-General Human Resources and Security (DG HR) of the European Commission

Selection reference : HR/COM/2025/2989

Domain : HUMAN RESOURCES

Where : Unit HR.D.2 - "Support Services for Active & Retired Staff", Brussels

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

Grade range : AST 1-3

Publication deadline : 25.02.2026 - 12.00 (Brussels time)

WE ARE

The Human Resources and Security Directorate General (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 and secure, making sure that work continues during crises and dealing with online security.

Within the Directorate-General, Unit HR.D.2 "Support Services for Active & Retired Staff" is responsible for the support of staff from arrival to retirement and comprises approximately 45 staff members. Our unit comprises the following sectors :

- the Welcome Office and Departure Desk in Brussels
- the Expat Administrative Support
- the Social Service and budget support for staff and their family members with disabilities and the social support to pensioners and the relations with them the personal files of staff members.

WE PROPOSE

Unit HR.D.2 is seeking to hire an Information and Communication Assistant.

In this role, you will provide information and support to all staff based in Brussels, their families, and pensioners. You will cover the shift at the front desk of the Welcome Office and reply to questions, give general advice. You will receive colleagues at the Departure Desk for the Commission staff based in Brussels leaving on retirement, on invalidity or under Article 42 and give them practical support and information.

You will coordinate and manage integration events for newcomers and their families throughout the year and deliver oral presentations, in English and French, at the Newcomers Days twice a month and at 'Preparation for Retirement' seminars.



You will cultivate strong working relationships with colleagues and partners inside and outside the institutions, ensuring effective collaboration and communication and prepare notes in English and French, and undertake various administrative and logistical tasks within the Welcome Office/Departure Desk. You will coordinate the Housing List managed by the Welcome Office for colleagues looking for accommodation.

You will manage the agenda of the legal advisers' service and review rental contracts in French or Dutch, based on the law on renting in the three different Regions.

You will provide statistics and analyses related to the activities and the services of the sector.

WE LOOK FOR

We are looking for a **dynamic, enthusiastic and flexible colleague** who appreciate **teamwork**, eager to learn, with **strong organisational and coordination skills**, and who enjoys **dealing/interacting with a multicultural clientele**. The future colleague should have the following skills :

- strong customer orientation, empathy and sociability skills.
- An excellent command of French and English (Dutch and/or German would be an asset).
- Experience in the organisation of social and networking events and conferences. Public speaking skills and experience in giving presentations.
- Experience in a call centre is an asset.
- Good knowledge of the EU and experience in an EU institution is an asset.
- Ability to work with the IT tools used in the Commission (Microsoft Office, Outlook, Excel, Word, PowerPoint, etc.).
- Good communication and drafting skills.
- Eye for details, speed and accuracy in managing many tasks.

The work of the Welcome Office/Departure Desk requires flexibility and a capacity to adapt easily. In the framework of the initiatives developed by the Welcome Office to improve the welcome and integration of newly recruited staff and their family, some activities are organised outside normal working hours. The future colleague could be required to manage or participate in these activities once or twice a month maximum. Considering the nature of the work, a weekly presence of 4 days a week in the office is required.



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 HR-MAIL-D2@ec.europa.eu indicating the selection reference **HR/COM/2025/2989** 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:

FOR AST jobs : 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.

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.

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 group 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 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.