

Call for expression of interest

Support Officers

(Contract Agents – Function Group IV)

Ref. BEREC/2016/02

Applications are invited for the establishment of a reserve list of support officers in four (4) different profiles. Candidates can apply for more than one profile.

Type of contract	Contract Agent
Function group and grade	FG IV
Duration of contract	3 years (with the possibility of extension)
Maximum number of candidates to be placed on the reserve list	16
Place of employment	Riga, Latvia
Partner Directorate General	DG CONNECT - Directorate General for Communications Networks, Content and Technology
Portfolio Commissioner	Mr Günther Oettinger (Digital Economy & Society)
Deadline for application	26/08/2016 at 12:00 (midday), Riga time

The BEREC Office

The BEREC Office was set up to provide administrative and professional support to BEREC, the Body of European Regulators for Electronic Communications. The BEREC Office is located in Riga, Latvia.

The BEREC Office is a Body of the European Union (EU) managed by an Administrative Manager under the supervision of a Management Committee composed of the heads of the 28 EU national regulatory authorities (NRAs) in charge of the monitoring of the telecom markets, as well as a European Commission representative.

The BEREC Office is responsible, in particular, for collecting information from NRAs and exchanging and communicating information in relation to the role and tasks of BEREC, disseminating regulatory best practice among NRAs, assisting the Chair of the BEREC Board of Regulators in the preparation of his/her work, and setting up and providing support to expert working groups.

The Staff Regulations of Officials of European Communities, the Conditions of employment of other servants of the European Communities and the rules adopted jointly

by the EU institutions for the purpose of applying these Staff Regulations and Conditions of employment apply to the staff of the Office.

For further information please consult the BEREC website: www.berec.europa.eu.

The posts

The support officers will be responsible, among others, for the following tasks:

Profile 1: IT support officer

- Developing and overseeing the implementation of IT policies and security plans, including systems security policies;
- Developing technical specifications for the provision of information and communication services to the BEREC Office, overseeing the provision of services and managing the technical aspects of the contractual relations with service providers;
- Contributing to the dissemination of the information systems security policy by proposing specific awareness-raising and training programmes;
- Ensuring that an inventory of all information systems is maintained and updated, with a description of security needs and requirements;
- Providing advice and preparing reports on information systems security matters;
- Ensuring that IT service providers and system suppliers put in place the information infrastructures and the systems security measures required under security plans.
- Producing technical, management and user-oriented documentation;
- Monitoring compliance of the computer systems and networks with technical and security requirements;
- Participating in security incident management;
- Defining, preparing, distributing and supporting IT solutions;
- Ensuring on-site 1st line end-user IT support to BEREC Office staff, including to the content managers of BEREC web-based applications;
- Supporting the roll-out of new applications at the BEREC Office;
- Identifying information and communication technology related risks and developing adequate mitigation measures;
- Managing and monitoring budgets for assigned projects and ensuring routine administration of allocated financial resources;
- Collaborating with the Data Protection Officer on data protection issues in the main area of responsibility;
- In the interest of the service, the job holder may be assigned other duties as appropriate.

Profile 2: Finance/Administration support officer

- Ensuring relevance, quality, completeness and conformity of data needed for the execution of financial transactions;
- Contributing in creating and processing budgetary commitments, purchasing orders, payments (including staff missions and third party reimbursements), financial identification forms and legal entity forms according to the Agency's financial rules and the needs of the Unit;
- Collecting, organising and presenting quantitative and financial data;
- Creating commitments and preparing payments ensuring contractual, financial and procedural conformity;

- Having a role in the financial circuit of the Agency; entering financial data into the accounting system; registering invoices and third parties; following up financial transactions;
- Preparing periodic financial reports and other financial documents in accordance with the Office's financial regulations and implementing rules;
- Monitoring access to documents linked to human resources (recruitment, leave, training requests, etc.);
- Maintaining selection and recruitment files in line with existing rules and ensuring a proper follow up of documentation for audits;
- Providing administrative support for the implementation of the Seat Agreement¹;
- Supporting the administration of salaries;
- Assisting the hierarchy in developing internal guidelines and manuals, in fostering the use of appropriate tools, and in providing internal training;
- Supporting the implementation of internal control standards and risk management procedures;
- Managing and organising contracts and other documents; keeping the filing plan and list of files of BEREC and the BEREC Office up to date and filing documents according to filing procedures.
- In the interest of the service, the job holder may be assigned other duties as appropriate.

Profile 3: Legal/Administration support officer

- Creating, updating and following up the BEREC Office procurement plan; providing regular reports on the implementation of the procurement plan;
- Assisting in the preparation and in the follow-up of procurement procedures;
- Preparing procurement-related documents (e.g. prior information notices, contract notices, calls for expression of interest, contract award notices, etc.) for publication in the Official Journal of the EU and/or BEREC website;
- Updating procurement and contract templates;
- Preparing contracts and contract amendments and assisting in contract management;
- Assisting in legal matters and providing access to documents;
- Contributing to the production of plans and reports;
- Preparing replies to legal questions, drafting legal analyses and providing legal advice;
- Dealing with legal issues by providing legal advice, information and assistance;
- Following up on requests for access to information and providing advice to document authors;
- Drafting data protection policies when required and assisting in their implementation;
- Providing support in HR matters with legal and/or data protection implications;
- Managing files in the main field of responsibility (procurement, contract management, data protection, legal matters and access to documents);
- Providing other general administrative support tasks if so required;
- Having a role in the financial circuit of the Agency;
- In the interest of the service, the job holder may be assigned other duties as appropriate.

¹ http://www.berec.europa.eu/eng/document_register/subject_matter/berec_office/others/1032-seat-agreement-between-the-berec-office-and-the-government-of-the-republic-of-latvia

Profile 4: Budget/Finance support officer

- Preparing/updating draft decisions on establishment/amendment of the budget, and internal financial rules and notices, including on financial circuits/workflow/delegation;
- Preparing commitments, payments and recovery orders in compliance with applicable provisions and with the principle of sound financial management;
- Preparing budgetary transfers without the involvement of the accounting officer;
- Contributing to the development and implementation of internal rules and procedures enabling the processing and accessing of financial information and documents;
- Assisting in developing and monitoring the financial and budgetary aspects of the procurement plan and procurement procedures;
- Verifying draft contract and/or procurement files for compliance with the financial and budgetary procedures in place;
- Contributing to continuous and efficient planning, monitoring and reporting of the utilisation of the Agency financial resources, including cash-flow;
- Identifying, giving early warnings on and following up significant issues affecting the budgetary performance of the Agency;
- Supporting staff entrusted with budgetary resources;
- Drafting reports, statements and other documents on budgetary and financial management;
- Acting as budgetary interface (e.g. defining and interpreting the budgetary nomenclature);
- Coordinating the year-end procedures and preparing the financial year transition;
- Contributing to the preparation of documents and reports for external and internal audits;
- Identifying budget and finance related risks and proposing mitigation measures;
- Managing the budget and financial document files;
- Having a role in the financial circuit of the Agency;
- In the interest of the service, the job holder may be assigned other duties as appropriate.

Eligibility criteria

Candidates will be eligible for this selection procedure if they fulfil the following formal criteria at the time of the application deadline:

1. Be a national of a Member State of the European Union and enjoy full rights as a citizen²;
2. Have fulfilled any obligations imposed by applicable laws concerning military service;
3. Be physically fit to perform the duties linked to the post³;

² Before appointment, successful applicants will be asked to provide a certificate issued by a competent authority attesting the absence of any criminal record.

³ Before being hired, a member of contract staff shall be medically examined by one of the institution's medical officers in order to satisfy the institution that he/she fulfils the requirements of the Conditions of employment of other servants of the European Union.

4. Produce the appropriate character references as to suitability for the performance of the duties;
5. Languages: A thorough knowledge of one of the official EU languages and a satisfactory knowledge of a second EU language to the extent necessary for the performance of his/her duties;
6. Professional experience and studies⁴: Completed university studies of at least three years attested by a diploma and professional experience of at least one year.

Selection criteria

The support officers will be selected on the basis of the following selection criteria:

A) Selection criteria common for all profiles:

- Thorough knowledge of English as a working language;
- Very good knowledge of the essential office IT applications;

B) Specific selection criteria:

Profile 1:

- Knowledge and professional experience in the IT field.

The following would be an asset:

1. Professional experience as an IT support officer, IT officer or other similar roles;
2. Experience with database design and development and/or with web applications development;
3. Experience with IT-project management and/or with IT-security management;
4. Previous work experience in other EU Agencies/Institutions including experience with ICT procurement.

Profile 2:

- Knowledge and professional experience in one of the following fields: finance, administration, document management or other fields related to the described tasks.

The following would be an asset:

1. Professional experience in a similar role in a field related to the duties;
2. Experience in project and financial management;
3. Previous experience in implementing administrative procedures within other EU Agencies/Institutions;
4. Documented in-depth knowledge, preferably backed up by experience, of EU Financial Regulations or Budgetary Rules or Staff Regulations, and their implementation.

⁴ Only diplomas and certificates that have been awarded in EU Member States or that are the subject of equivalence certificates issued by the authorities in the Member States will be taken into consideration.

Profile 3:

- Professional experience and studies in the legal field;
- The following would be an asset:

1. Professional experience as a support officer or in a similar role in the legal field;
2. Knowledge of the regulatory framework for electronic communications;
3. Previous experience in implementing administrative procedures within other EU Agencies/Institutions;
4. Legal studies focusing on EU law and on the functioning of the EU institutions.

Profile 4:

- Professional experience in: management of financial resources and analysis and evaluation of financial and/or budgetary data and/or previous professional experience with accounting or financial software.
- The following would be an asset:

1. In-depth knowledge, preferably backed up by experience, of EU Financial Regulations, Budgetary Rules, and their implementation;
2. Previous experience in implementing administrative procedures within other EU Agencies/Institutions;
3. Previous experience in using software relevant to the financial area;
4. Experience in budget management including the development of constructive and practical solutions by applying analytical skills.

The following skills and competencies relevant to the post may be tested during the interview:

- Ability to work in a multicultural environment.
- Good oral and written communication skills (with attention among other things to accuracy and the logical structure of written communication);
- Ability to work well in a team at the appropriate level.

Stages in the selection procedure

The BEREC Office sets up a Selection Committee. This Committee will analyse all applications and identify a number of candidates who have the best profile with regard to the selection criteria mentioned above. These candidates will be invited for an interview with the Selection Committee.

A. Admission to the selection procedure

After the deadline for applications, the applications submitted will be checked against the eligibility criteria. Only eligible applications will be then assessed against the selection criteria.

B. Assessment of eligible applications

The Selection Committee will analyse the motivation letters, together with the application forms and the CVs of eligible applicants with reference to the selection criteria (common to all profiles and specific). An overall assessment of the quality and suitability of each eligible application will be performed on the basis of the requirements of the posts.

C. Interview

Upon completion of the assessment of eligible applications, the Selection Committee will invite the most suitable candidates for each profile for an interview (duration: 30 minutes, main language of the interview: English). The Selection Committee will make every effort to invite for interview a similar number of candidates for each profile. The maximum total number of candidates invited for interview will be 32. A candidate may be invited for interview for more than one profile.

Candidates are kindly invited to indicate in their application any special arrangements that may be required if invited to attend an interview.

The interview will aim to assess the suitability of the candidates to perform their duties, their professional knowledge, their skills and competencies relevant to the post and their motivation. The interview will be held in English. Candidates with English as their mother tongue will be tested in another official EU language to double-check that the eligibility criteria is met (i.e. satisfactory knowledge of a second official EU language). Maximum score for the interview: 100. Minimum pass score: 50.

The content of the questions asked during the interviews will be set in accordance with the level and profile of the position advertised.

The Selection Committee will propose a maximum of 16 candidates with the highest scores achieved in the interview for placement on the reserve list.

1. Reserve list and possible job offer(s)

On the basis of the Selection Committee's proposal, the Appointing Authority may draw up a reserve list of a maximum of sixteen⁵ successful candidates, organised in four sub-lists. Each sub-list will correspond to one profile. The Selection Committee will strive to distribute a similar number of successful candidates among the sub-lists. A candidate may be included in more than one sub-list. Candidates will be listed in each sub-list by alphabetical order.

The reserve list will be valid for up to 12 months from the date of its establishment. Its validity may be extended by the Appointing Authority. Inclusion on a reserve list does not imply any entitlement to employment in the BEREC Office. Moreover, recruitment will be subject to budgetary availability.

When a support officer post in a certain profile becomes vacant or cover needs to be provided, a job may be offered to a suitable candidate from the sub-list corresponding to the vacant profile⁶.

⁵ Where a number of candidates tie for the last available place, they will all be included in the shortlist.

⁶ The CVs of the candidates on the reserve list will be assessed towards the requirements of the vacant post. A second interview may be organised.

2. Verification of documents and scrutiny

The successful candidate's application will be checked against the supporting documents to confirm its accuracy and eligibility.

If, at any stage in the procedure, it is discovered that the information given in an application has been knowingly falsified, the candidate will be disqualified from the selection process.

Candidates will also be disqualified if they:

- do not meet all eligibility criteria;
- do not provide all the required supporting documents.

3. Conditions of employment

The support officer will be appointed by the Appointing Authority as a contract agent in function group IV pursuant to Article 3a of the Conditions of employment of other servants of the European Union for a period of three years⁷. The Appointing Authority may renew the contract once for another fixed period of at least three months and not more than five years. A second renewal without interruption leading to an indefinite-duration contract may only be granted if the first two contracts cover a total period of at least five years. The period of engagement will not in any case exceed the lifetime of the BEREC Office.

Application procedure

Candidates may apply for one or more profiles. For their applications to be valid, candidates must submit:

1. A covering letter outlining their reasons for applying;
2. A curriculum vitae (CV), preferably drafted using the Europass CV format⁸;
3. The application form in the annex.

Applicants are explicitly requested to highlight and give a brief account of their experience and expertise relevant to the job and the start and end dates of employment contracts. Applicants are invited to indicate, apart from the duration of studies, the legal length of the diplomas that they hold. Applications will be rejected if the dossier is incomplete or submitted after the deadline.

Applicants are explicitly requested to highlight the profile(s) for which they are submitting an application in the subject of their covering letter.

In the absence of an indication of the profile in the subject of the motivation letter, the Selection Committee will consider the application valid for all the profiles.

⁷ For any information about salaries, deductions and allowances, please consult the Staff Regulations of Officials of the European Union: OJ 45, 14.6.1962, p. 1385, <http://eur-lex.europa.eu/LexUriServ/LexUriServ.do?uri=CONSLEG:1962R0031:20140101:EN:PDF>. A correction coefficient for Latvia is applied to salaries. The correction coefficient at the time of publication of this vacancy is 74,20.

⁸ The Europass CV can be downloaded from the website <http://europass.cedefop.europa.eu/htm/index.htm>

Supporting documents (e.g. certified copies of degrees/diplomas, references, proof of experience, etc.) should not be sent at this point but must be submitted at a later stage of the procedure if requested.

Applications, preferably in English, should be sent only by e-mail to:

recruitment@berec.europa.eu

The reference (BEREC/2016/02 Support Officer) must always be indicated in the subject line of e-mails.

Candidates are asked to report any potential change of address in writing without delay to the address above.

Closing date for applications

Applications must be sent by email. The deadline is **26/08/2016 at 12:00 (midday) Riga time** (11:00 a.m. Central European Time). The Agency strongly advises candidates not to wait until the last few days before the deadline to apply, since heavy internet traffic or connection difficulties could lead to problems. It is the sole responsibility of each applicant to submit his/her completed application by the deadline for submission. Any information or documentation provided after the deadline will not be taken into account.

Approximate timetable

The selection process may take several months; information will be released at the end of each stage.

Independence and declaration of interests

The support officer will be required to make a declaration of commitment to act independently in the public interest and to make a declaration in relation to any interests that may be considered prejudicial to his/her independence. Candidates must confirm their willingness to do so in their application.

Other important information

Candidates are reminded that the work of the Selection Committee and the Management Committee of the BEREC Office is confidential. It is forbidden for applicants to make direct or indirect contact with members of these committees or for anybody else to do so on their behalf. Any infringement of this rule will lead to disqualification from the selection procedure.

Equal opportunities

The BEREC Office applies a policy of equal opportunities and non-discrimination in accordance with Article 1d of the Staff Regulations.

Protection of personal data

The BEREC Office will ensure that candidates' personal data are processed as required by Regulation (EC) No 45/2001 of the European Parliament and of the Council of 18 December 2000 on the protection of individuals with regard to the processing of

personal data by the Community institutions and bodies and on the free movement of such data⁹.

Requests for information and appeal procedures

Applicants who would like further information, or consider that they have grounds for a complaint concerning a particular decision, may, at any point in the selection procedure, email a request for further information to recruitment@bereg.europa.eu.

A candidate who feels that a mistake has been made regarding eligibility may ask to have his/her application reconsidered by sending a request for review within 20 calendar days of the date of the email notifying the candidate of the outcome, quoting the reference of the selection procedure, to the Chairman of the Selection Committee at the following address:

BEREC Office
Human Resources
Z. A. Meierovica Bulv. 14, 2nd Floor
Riga, LV-1050
LATVIA

The Selection Committee will reconsider the application and notify the candidate of its decision within 45 calendar days of receipt of the letter.

If a candidate considers that he/she has been adversely affected by a particular decision, he/she can lodge a complaint under Article 90(2) of the Staff Regulations of Officials of the European Communities and Conditions of employment of other servants of the European Communities, at the above address.

The complaint must be lodged within three months. The time limit for initiating this type of procedure starts from the time the candidate is notified of the act that adversely affects him/her.

Candidates can submit a judicial appeal under Article 270 of the Treaty on the Functioning of the EU (ex Article 236 TEC) and Article 91 of the Staff Regulations of Officials of the European Communities to:

European Union Civil Service Tribunal
Boulevard Konrad Adenauer
Luxembourg 2925

Details of how to submit an appeal can be found on the website of the European Union Civil Service Tribunal:

http://curia.europa.eu/en/instit/txtdocfr/index_tfp.htm

It is also possible to complain to the European Ombudsman pursuant to Article 195(1) of the Treaty establishing the European Community and in accordance with the conditions laid down in the Decision of the European Parliament of 9 March 1994 on the Staff

⁹ (EC) No 45/2001 of the European Parliament and of the Council of 18 December 2000 - OJ L 008, 12/01/2001, p. 0001-0022.

Regulations and the general conditions governing the performance of the Ombudsman's duties, published in the Official Journal of the European Union L 113 of 4 May 1994:

European Ombudsman
1 Avenue du Président Robert Schuman
CS 30403
67001 Strasbourg Cedex
France
<http://www.ombudsman.europa.eu>

Please note that complaints made to the Ombudsman have no suspensive effect on the period laid down in Articles 90(2) and 91 of the Staff Regulations for lodging, respectively, a complaint or an appeal with the European Union Civil Service Tribunal under Article 270 of the Treaty on the Functioning of the EU (ex Article 236 TEC).

Please also note that, under Article 2(4) of the general conditions governing the performance of the Ombudsman's duties, any complaint lodged with the Ombudsman must be preceded by the appropriate administrative approaches to the institutions and bodies concerned. Therefore, before contacting the Ombudsman, candidates must have submitted a complaint/appeal to the BEREC Office and received a negative reply from the BEREC Office.