

Vacancy Notice

EXECUTIVE ASSISTANT to the Head of Stakeholders Relations and Administration Department (FG IV)

Ref. ENISA-CA36-IV-2016-12

Applications are invited for the recruitment of **an Executive Assistant to the Head of Stakeholders Relations and Administration Department (SRAD)** at the European Union Agency for Network and Information Security.

This position has arisen due to the additional workload in this position and the level of seniority and sensitivity of this function. The position is for two years and may be renewed for a further year depending on the internal needs and budget constraints. Further details on the nature of the contract can be found in the section entitled Contractual Conditions below.

1. The Agency

The European Union Agency for Network and Information Security was established by the European Parliament and the Council Regulation (EU) No 526/2013 of 21 May 2013 (OJ L 165/41, 18.06.2013)¹ in order to assist the Union in ensuring a high and effective level of network and information security. The Agency shall contribute to the development of a culture of network and information security for the benefit of the citizens, consumers, enterprises and public sector organisations of the European Union.

ENISA shall assist the Commission, the Member States and the business community in meeting the requirements of network and information security, including those of present and future Community legislation.

The Agency will facilitate the development of a culture of security that builds on solid education and training foundations, awareness and best practices, and that encourages individuals, business and public administrations to actively participate in the protection of their information technology and network facilities.

In establishing and promoting this holistic approach to security, the Agency's activities shall be focused along five main axes:

- Collecting and analysing data on security incidents and emerging risks in Europe;
- Assisting and advising the Commission and the Member States in their dialogue with industry to address security related problems and, when called upon, in the technical preparatory work for updating and developing Community legislation in the field of network and information security;
- Promoting best practices, risk assessment and risk management, training and awareness raising actions;
- Encouraging co-operation between different actors, developing and maintaining contact with institutions, the business community and consumer organizations, notably through public/private partnerships;
- Tracking the development of standards for products and services in the field of network and information security and promoting their use.

¹ <http://eur-lex.europa.eu/LexUriServ/LexUriServ.do?uri=OJ:L:2013:165:0041:0058:EN:PDF>

ENISA is located in Heraklion and in Athens (Greece). The place of employment is in Athens. Applicants will be expected to travel in line with the requirements of the assignment for which they are employed.

Further information about ENISA may be found on our website: <http://www.enisa.europa.eu/>

2. Job description

Reporting directly to the Head of Stakeholders Relations and Administration Department, the Executive Assistant will assist the Head of SRAD by providing confidential and high-level executive administrative support.

Your key responsibilities

Business Partnering:

- Identify key stakeholders, build-up and maintain constructive partnership showing a high-level of customer orientation and sponsoring ENISA's values at any time;
- Anticipate business needs, seeing around the corners and supporting decision making;
- Ensure sensitivity to confidential matters is respected at all levels.

Planning and monitoring:

- Support the Head of SRAD to ensure high quality planning and reporting, providing recommendations and follow-up on deadlines;
- Structure, plan and manage the Head of SRAD's agenda pro-actively to maximize efficiency as well as facilitate planning, organisation and optimisation of travel schedules;
- Develop and implement procedures/processes to help coordinate and prepare the Head of SRAD for his day to day responsibilities;
- Seize opportunities to solve problems in a constructive way.

Communicating:

- Write, edit, proofread documents/memos/briefing papers/reports/presentations representing complex issues in innovative and simple manner, ensuring the highest level of accuracy, in particular produce PowerPoint presentations at board-level quality including graphics and animations;
- Organise, coordinate and, if requested, lead meetings on key subjects, prepare relevant materials (e.g. action lists, minutes, etc.);
- Respond to enquiries, read emails and correspondence, highlight actionable items, responding on behalf of the executive.

Qualifications and experience required – Eligibility criteria for the position

(Candidates who do not meet any of the following formal requirements are not eligible to apply and as a consequence their application will not be assessed for this selection).

a) Formal requirements:

- A level of education which corresponds to completed university studies of at least three years attested by a diploma²;
- In addition to the above, 3 years of professional experience relevant to the duties concerned after the award of the diploma;
- Thorough knowledge of one of the official languages of the European Union and a satisfactory knowledge of another official European language³

In addition, in order to be eligible a candidate must:

- Be a national of one of the Member States of the European Union, Iceland, Norway or Liechtenstein;
- Be entitled to his/her full rights as a citizen⁴;
- Have fulfilled any obligations imposed by the applicable laws concerning military service;
- Be physically fit to perform the duties linked to the post⁵.

b) Selection criteria

High Scoring Criteria (5 points per criterion)

- Proven professional experience of at least 5 years in at least five of the tasks mentioned in the job description;
- At least 3 years of proven working experience in supporting a senior corporate executive;
- Administrative professional or high level university degree or equivalent certification (such as IAAP CAP (Certified Administrative Professional), ICSA CSQS (Chartered Secretaries Qualifying Scheme), Sekretärin der Geschäftsleitung IHK, IHK certified European Secretary);
- Knowledge of the principles and techniques of administrative management including organisation, planning, and reporting;
- Excellent interpersonal skills at all levels of hierarchy and strong communication skills;
- Ability to interact professionally and confidentially with all levels of ownership;
- High level of discretion, accuracy, discipline and reliability;
- Good analytical capabilities;
- Excellent command of written English;
- Excellent computer skills (in particular Microsoft Office – Word/Excel/PowerPoint/Visio/Outlook);
- Excellent team player;

² Only diplomas issued by EU Member State authorities and diplomas recognised as equivalent by the relevant EU Member State bodies are accepted. If the main studies took place outside the European Union, the candidate's qualification must have been recognised by a body delegated officially for the purpose by one of the European Union Member States (such as a national Ministry of Education) and a document attesting so must be submitted if you have been invited for an interview. This will enable the selection board to assess accurately the level of the qualifications.

³ Recruited candidates shall be required to demonstrate before their first promotion the ability to work in a third European Community language.

⁴ Prior to the appointment, the successful candidate will be asked to provide a certificate issued by the competent authority attesting the absence of any criminal record.

⁵ Before appointment, the successful candidate shall be medically examined in line with the requirement of Article 28(e) of the Staff Regulations of Officials of the European Union.

- Outstanding organisational skills and ability to deliver effectively under high workload and adapt to a changing environment;
- Quick learner with strong business acumen and ability to work with conflicting priorities;
- Proven negotiation skills;
- Proven experience working in multicultural/international environments.

Low Scoring Criteria (2 points per criterion)

- Comfortable with figures, numeracy and spreadsheets;
- Experience in project management;
- Good knowledge of other EU languages.

IMPORTANT:

All essential and advantageous criteria are evaluated in order to identify the candidates to be invited for an interview. Only candidates scoring above the threshold to be set by the selection committee will be invited for an interview. Therefore candidates are recommended to give evidence of their knowledge by specific examples and/or detailed professional experience in the application form in order to be evaluated in the best possible way. To that purpose candidates are requested to be as detailed and as clear as possible in the description of their professional experience and specific skills and competences.

3. Selection procedure

Candidates will be appointed to a position according to the needs of the Agency, on the basis of the reserve list of candidates, proposed by the Selection Committee and established following an open selection process involving interviews and tests.

More specifically, the Selection Committee decides on those candidates who are admitted to the selection procedure in accordance with the requirements as specified in the vacancy notice. The applications of the candidates admitted to the selection procedure are reviewed and the Selection Committee decides on those candidates who are invited to attend an interview. The Selection Committee adheres strictly to the conditions of admission laid down in the vacancy notice when deciding whether or not candidates are to be selected. Candidates admitted to a previous selection procedure will not automatically be eligible. Should the Selection Committee discover at any stage in the procedure that the candidate does not meet one or more of the general or special conditions for admission to the selection procedure or that the information on the application form does not correspond with the supporting documents, the candidate will be disqualified. Candidates may be asked to undergo a written test; should this be the case candidates will be informed in advance. The activity of the Selection Committee ends with the drawing of a reserve list of suitable applicants to occupy the position advertised. Candidates should note that inclusion on the reserve list does not guarantee recruitment.

It is intended to possibly invite a maximum of 6 candidates to the selection interview and test or the candidates who will have scored best.

The reserve list will be valid until 31/12/2017 and may be extended by decision of the Executive Director for a further 12 months. Each candidate will be informed by letter whether or not he/she has been placed on the reserve list. If a letter of intention is issued, the candidate must undergo a compulsory medical

examination to establish that he/she meets the standard of physical fitness necessary to perform the duties involved and the candidate must provide original or certified copies of all relevant documents.

Following this procedure, a reserve list of a maximum of 5 candidates will be drawn up which may be used to recruit staff for positions in the areas referred to in this vacancy.

It is strictly forbidden for the candidates to make any contact with the Selection Committee, either directly or indirectly. Any infringement to this rule will disqualify the candidate from the competition.

All enquiries or request for information in relation to the competition should be addressed to the following email address recruitment@enisa.europa.eu.

4. Data protection

The purpose of processing of the data you submit is to manage your application(s) in view of possible pre-selection and recruitment at ENISA. ENISA does not publish personal data of candidates. Personal data is processed by and accessible to authorised ENISA personnel. Personal data submitted is kept confidential. ENISA adheres to and is regulated under Regulation (EC) No 45/2001 on personal data. ENISA is supervised by EDPS, <http://www.edps.europa.eu>. For any further enquiries you may contact the Data Protection Officer at: dataprotection@enisa.europa.eu.

Candidates are referred to our privacy statement which explains how ENISA processes personal data in relation to recruitment selections.

5. Contractual conditions

The successful candidate will be recruited as a member of the contractual staff, pursuant to Article 3a) of the Conditions of Employment of Other Servants of the European Union, for a period of two years which may be renewed for no more than one year or until the end of the Agency's mandate whichever is the earliest.

The appointment will be in Function Group IV. The grade (13, 14 or 15) will be determined in accordance with the number of years of experience of the successful candidate.

Successful candidates, who are recruited, shall undergo an initial probation period of 9 months. For reasons related to the Agency's operational requirements, the successful candidate will be required to be available at the shortest possible notice.

6. Pay and welfare benefits

The pay of staff members consists of a basic salary⁶ supplemented with various allowances, including family allowances.

The indicative basic monthly salary for grade FG IV, step 13, is **3246,70 EUR**. This salary is weighted by the corrective coefficient affected to the hosting country of the agency. The current corrective coefficient is 79.3 % which may be reviewed each year.

Nevertheless, this basic salary is adapted through a series of allowances according to your personal situation (i.e. marital status, dependent children, not being national of the State hosting ENISA and not having habitually resided within the territory of that State during the five years ending six months before the staff member entered the service, etc.).

Allowances:

In addition to their basic salary, staff members may be entitled to various allowances, in particular an expatriation or foreign residence allowance, and family allowances, including household allowance, dependent child allowance, pre-school allowance and an education allowance. Under certain circumstances, in particular where staff members are obliged to change their place of residence in order to take up employment, the Agency may also reimburse various expenses incurred on recruitment, notably removal expenses. An attractive health care scheme is also available to employees of ENISA and in some cases for other family members. An option may also be available to import a car from the staff member's country of origin free of VAT or duty taxes.

The provisions guiding the calculation of these allowances can be consulted in Annex VII of the Staff Regulations available at the following address:

http://europa.eu/epso/discover/careers/staff_regulations/index_en.htm.

Other Benefits

- Special ID card, issued by the Greek Ministry of Foreign Affairs;
- Special car license plates (for certain grades);
- Additional financial support for the education of children "subject to budget availability";
- VAT exemption allowance on certain goods for a period of 2 years;
- Statutory staff who have completed at least 10 years of service or reached pensionable age, are entitled to a pension under the pension scheme of the European Union institutions (PSEUI).

⁶ Basic Salary: there is a basic salary scale for each grade, divided into a number of steps. The final step is defined according to the total number of years of experience starting from the education certificate/degree giving access to the position.

7. Community Tax

The salaries of staff members are subject to a Community tax deducted at source. They are exempt from national tax on salary and are members of the Community social security and pension schemes.

For additional information about salaries, deductions and allowances please consult the Staff Regulations of Officials of the European Union:

http://europa.eu/epso/discover/careers/staff_regulations/index_en.htm.

8. Equal opportunities

ENISA is an equal opportunities employer and accepts applications without distinction on the grounds of sex, racial or ethnic origin, religion or belief, age or sexual orientation, marital status or family situation. Applications from women and disabled candidates are encouraged. The staff is recruited on the broadest possible geographical basis from among nationals of all Member States of the European Union.

9. Complaints

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 Union and Conditions of employment of other servants of the European Union, at the following address:

ENISA

Attn: Head of Stakeholders Relations and Administration Department

1 Vasilissis Sofias Str.

Maroussi 151 24

Attiki, Greece.

Head.of.administration@enisa.europa.eu

The complaint must be lodged within 3 months.

The time limit for initiating this type of procedure (see Staff Regulations as modified by Council Regulation No 723/2004 of 22 March 2004 published in the Official Journal of the European Union L124 of 27 April 2004 – <http://eur-lex.europa.eu/en/index.htm>) starts to run from the time the candidate is notified of the act adversely affecting him/her.

Complainants can submit a judicial appeal under Article 270 of the Treaty on the Functioning of the EU and Article 91 of the Staff Regulations of Officials of the European Union to the:

European Union Civil Service Tribunal

Boulevard Konrad Adenauer

Luxembourg 2925

Please note that the appointing authority does not have the power to amend the decisions of a selection board. The Civil Service Tribunal has consistently held that the wide discretion enjoyed by selection boards is not subject to review by the Civil Service Tribunal unless rules which govern the proceedings of selection boards have been infringed. For details of how to submit an appeal, please consult the website of the European Union Civil Service Tribunal: <http://curia.europa.eu/>

The time limits for initiating these two types of procedure (see Staff Regulations as amended by Council Regulation (EC) No 723/2004 of 22 March 2004, published in Official Journal of the European Union L 124 of 27 April 2004 — <http://eur-lex.europa.eu>) start to run from the time you are notified of the act allegedly prejudicing your interests. It is also possible to complain to the European Ombudsman pursuant to Article 228 of the Treaty on the Functioning of the European Union as well as the Statute of the Ombudsman and the implementing Provisions adopted by the Ombudsman under Article 14 of the Statute. In June 2008, the European Parliament adopted a decision (European Parliament Decision 2008/587 of 18th June 2008 amending Decision 94/262 on the Regulations and general conditions governing the performance of the Ombudsman's duties, OJ 2008 L 189, p.25. The new implementing provisions came into force on the 1st January 2009. The Statute and the Implementing Provisions are available on the Ombudsman's site: <http://www.ombudsman.europa.eu>.

European Ombudsman

1 Avenue du President 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. Please note also 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.

10. Submission of applications

Information about the application procedure at ENISA may be found on our website:
<http://www.enisa.europa.eu/about-enisa/recruitment/application-procedure>.

Candidates shall carefully check whether they meet all formal requirements by the closing date for the submission of applications.

For an application to be valid and complete, candidates **must submit the fully filled application form available on the website**, in English only, within the set deadline.

Only the application submitted from the website will be taken into consideration.

The format of the PDF application must not be changed.

Failure to fulfill the requirements above may result in exclusion from the selection process.

At this stage of the selection procedure candidates are not required to send any additional supporting documents with the application (i.e.: copies of your ID-card, educational certificates, evidence of previous professional experience etc.).

Interview Dates:

For those candidates who will be invited to interviews, they are expected to possibly take place during the month of February 2017. However in case of a change candidates will be notified as soon as possible.

Candidates should submit a separate application for each vacancy they want to apply for.

The **closing date** and time for the submission of applications is:

**Monday 9th January 2017 (14h00 Heraklion, Greece local time).
Both vacancy and application form will become unavailable as from 14:00 Greece local time
on 09/01/2017.**

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