



VACANCY NOTICE

CORPORATE COMMUNICATIONS ASSISTANT (FG III)

Ref. ENISA-CA-III-2013-08

Applications are invited for the position of: **Corporate Communications Assistant** at the European Union Agency for Network and Information Security.

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;

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

- 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.

ENISA is located in Heraklion (the agency's official seat) with an operational office in Athens (Greece). The place of employment for the Corporate Communications Assistant is Heraklion. ENISA's staff are expected to be reasonably mobile in order to respond to the needs of the Member States on the basis of planned as well as ad hoc needs. Applicants will be expected to travel in line with the requirements of the assignment for which they are employed.

The Agency offers an attractive arrangement of flexible working.

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

Introduction

The Corporate Communications Assistant will play a key role in maintaining ENISA's online presence.

To increase the agency's outreach and impact, ENISA will recruit a person for the role of Corporate Communications Assistant. The role will include: updating the corporate areas of the website with multilingual text content and editing; maintaining and supporting the development of the Agency's social media channels and multimedia content (e.g. video and graphics); disseminating online information (e.g. news releases); and monitoring user statistics. In addition, the jobholder will provide general support and assistance to the Agency's communications, helping to ensure their smooth operation. .

Job description

The jobholder will report to the Senior Corporate Communications Officer and Spokesman in the Executive Director's Directorate, and will work closely with all operational, IT and administrative staff. The Corporate Communications Assistant will also work with ENISA's web and communications contractors, partners in the EU environment, EU Member States, and other stakeholders as applicable.

The jobholder will be responsible for the following activities in particular:

- Supporting the daily work of the Corporate Communications Officer;
- Supporting the media, outreach and communications activities for impact of the Agency;
- Assisting in budget monitoring, following-up of administrative, financial and procurement activities for communication;
- Contributing to the digital communications activities of the Agency;
- Contributing to the production of multi-media content e.g. corporate or thematic video clips, podcasts, flash presentations etc., web 2.0 features, social media; as applicable,

- Supporting and maintaining ENISA's corporate online material: support in setting content standards. Maintaining, updating and coordinating the social media presence of ENISA;
- Supporting the design ("look and feel") of the ENISA website, web corporate identity and related paper-based material;
- Keeping up to date with relevant best practices, trends, technologies and solutions for digital communication of the Agency's key messages;
- Monitoring usage trends for ENISA's website and social media accounts, and providing an overview of frequently visited links and downloads, and social media developments, with the objective of constantly increasing the number of visitors, to further the Agency's reach, etc;
- Maintaining and updating records, electronic mailing lists, contact database relating to web and communications activities;
- Supporting the update and maintenance of the Agency's corporate Brand Manual
- Supporting graphic design of the website, online newsletters, presentations and publications.

Qualifications and experience required

a) Formal requirements:

- A level of post-secondary education attested by a diploma², or
- A level of secondary education attested by a diploma giving access to post-secondary education, and appropriate professional experience³ of at least three years.
- 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 language⁴.

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

- Be a national of one of the Member States of the European Union;
- Be entitled to his/her full rights as a citizen⁵;
- Have fulfilled any obligations imposed by the applicable laws concerning military service;
- Be physically fit to perform the duties linked to the post⁶.

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 Professional experience connected with the Agency's areas of activities shall be taken into account and is counted only from the time the candidate obtained the certificate or diploma required for admission to the selection procedure.

⁴ Recruited candidates shall be required to demonstrate before their first promotion the ability to work in a third European Community language.

⁵ 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.

⁶ 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 Communities.

b) Selection criteria:**Essential**

- Proven recent and solid experience in using web content management systems;
- Proven recent and solid experience in updating websites and social media content on a daily basis;
- Practical knowledge of developing and implementing online information architecture and navigation;
- Practical knowledge of web accessibility and usability issues;
- Experience of maintaining electronic information resources and database systems, as well as developing multimedia content for websites and other communication channels;
- Experience in using photo editing and desktop publishing software;
- Excellent command of English, both verbally and in writing;
- Excellent command of Greek, both verbally and in writing.

Advantageous

- Experience in web usage analysis tools;
- Experience in user and user rights administration;
- Experience of working with a document management system;
- High level of customer-orientation;
- Additional knowledge of French and/or German;
- Experience in working in an EU institution or agency, or in an international environment with web, media and communication matters.

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 admitted. 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.

The reserve list will be valid until 31/12/2014 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.

The reserve list may be used for the recruitment in another post carrying the same profile as the one described above. The Selection Committee is nominated by the Appointing Authority; its work and deliberations are confidential and impartial. **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

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

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 Communities, for a period of three years renewable or until the end of the Agency's mandate whichever is the earliest.

The appointment will be in grade: **FG III**. The grade (8, 9 or 10) 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.

Pay and welfare benefits

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

The indicative basic monthly salary⁷ for grade FG III, step 8, is **2457.08 EUR**. 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). 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

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 Communities:

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

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 Communities.

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: Human Resources
P.O. BOX 1309
71001 Heraklion, Greece.

⁷ 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.

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.

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.

You 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 Communities 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 and in accordance with the conditions laid down in the Decision of the European Parliament of 9 March 1994 on the regulations and general conditions governing the performance of the Ombudsman's duties, published in Official Journal of the European Union L 113 of 4 May 1994:

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.

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, and send it to the email address indicated in the application form: ENISA-CA-III-2013-08@ENISA.EUROPA.EU within the set deadline. Only the application sent by email within the deadline will be taken into consideration. **The format of the PDF application must not be changed.**

Applications must be saved under the following format imperatively:

FAMILYNAME_FIRSTNAME_2013_08
(example: MARTY_JOHN_2013_08.pdf)

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.).

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

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

Thursday 28th October 2013 (14:00h Heraklion, Greece local time).

Both vacancy and application form will become unavailable as from 14:00 Greek local time on 28/10/2013.

Published on ENISA website: Tuesday 24th September 2013