

Vacancy Notice

HRM Officer

ENISA Ref.: ENISA- CA23-FGIV-2022-03

EPSO Ref.: EPSO/CAST/P/9/2017

Type of contract	Contract Agent 3a
Function Group and grade	FGIV
Duration of contract	4 years (renewable)
Area	Human Resources Sector, Corporate Support Services Unit
Place of Employment	Athens, Greece
Probation period	9 months
Reserve list	31/12/2025
Deadline for applications	09/09/2022 at 23:59:59 hrs GR time (CET ¹ +1)

The European Union Agency for Cybersecurity (ENISA) seeks to recruit a motivated, dynamic, flexible and highly qualified staff member to support its mission and contribute to the development of the Agency. 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.

1. The Agency

ENISA's mission is to achieve a high common level of cybersecurity across the Union, by actively supporting Member States, European Union institutions, industry, academia and EU citizens².

ENISA contributes to policy development and implementation, supports capacity building and preparedness, facilitates operational cooperation at Union level, enhances the trustworthiness of ICT products, services and processes by rolling out cybersecurity certification schemes, enables knowledge sharing, research, innovation and awareness raising, whilst developing cross-border communities and synergies.

ENISA is located in Athens, Greece (the Agency's official seat) with a branch office in Heraklion, Crete, Greece and a Local Office in Brussels, Belgium.

Further information about ENISA is available on the ENISA website: <https://www.enisa.europa.eu/>

2. The Unit/The Sector

Corporate Support Services Unit

The Corporate Support Services (CSS) of ENISA is responsible to implement the corporate objective "Build an agile organisation focused on people" and support the Agency activities, pursuant to Chapter II of Regulation (EU) 2019/881 - Cybersecurity Act (CSA).

¹ Central European Time Zone.

² Regulation (EU) 2019/881 - Cybersecurity Act: <http://data.europa.eu/eli/reg/2019/881/oj>

The underlying mission of the CSS is to help to ensure the seamless functioning of the Agency and provide efficient corporate support services for all operational units, teams and staff members, and when relevant, to other EU bodies and agencies under joint corporate service frameworks. The CSS unit has two sectors: the Resources Sector and Security & Infrastructure Sector, which would support the Head of Unit to deliver services in relation to HR, Finance and Procurement, IT, Facility Management and Security services.

3. The Job

ENISA is seeking to draw up a reserve list from which one HRM Officer will be recruited. The established reserve list maybe used to cater for other Agency wide staffing needs.

ENISA is looking to recruit a professional committed to bring value in its HR operations by fostering staff engagement and performance, embracing a change culture and proactive customer support while duly taking into consideration the EU regulatory framework. The team has embarked on a transformation journey which includes, among others, process review and optimisation, policy harmonisation, service outsourcing and promoting self-service functionalities. The team aspires to build further on business partnering concept and enhance further alignment with the strategic and business objectives of the Agency.

The unit is facing important developments on critical areas such as sustainability, modernisation, collaboration and cooperation as well as building partnerships and transitioning from an administrative function to a service delivery model entity.

The jobholder will be responsible for the following tasks:

- Manage and coordinate HR-related processes, in the area of talent onboarding, talent acquisition, talent development and talent management;
- Prepare and set up the annual recruitment plan in conformity with the establishment plan and ENISA's annual strategic workforce review;
- Organise, coordinate and manage end-to-end recruitment and selection procedures in compliance with ENISA processes and facilitate onboarding procedures;
- Act as a focal point for internal and external queries;
- Contribute to and support the HoU in the development and implementation of HR initiatives, systems and processes;
- Support ENISA's transformation in enhancing and optimising its HR processes and improving its employer's branding image;
- Contribute to and draft policies and standard operating procedures in accordance to the relevant regulatory framework;
- Manage and monitor external service providers and monitor the contract and service provision;
- Ensure sound financial management for several HR Budget lines in compliance with the Financial Regulations and act as Financial Initiating Agent for Human Resources financial transactions while planning, monitoring and supporting the assigned budget execution;
- Support the annual budget cycle and related payments;
- Perform any other duties in the interest of the service as requested by the Head of Unit.

The successful candidates will be required to act and abide by ENISA's core values:

- **Community Mind-Set:** ENISA works with communities, respecting their competencies and expertise, and fosters synergies and trust to best achieve its mission.

- **Excellence:** ENISA aims for state-of-the-art expertise in its work, upholds the highest quality standards of operation and evaluates its performance to strive for continuous improvement through innovation and foresight.
- **Integrity / Ethics:** ENISA upholds ethical principles and EU relevant rules and obligations in its services and working environment ensuring fairness and inclusiveness.
- **Respect:** ENISA respects fundamental European rights and values covering all its services and working environment, as well as the expectations of its stakeholders.
- **Responsibility:** ENISA assumes responsibility thus ensuring integration of the social and environmental dimensions into practices and procedures.
- **Transparency:** ENISA adopts procedures, structures and processes that are open, factual and independent, thus limiting bias, ambiguity, fraud and obscurity.

4. Qualifications and experience required³

4.1. Eligibility Criteria

- A level of education which corresponds to completed university studies of at least three years attested by a diploma⁴.
- Thorough knowledge of one of the official languages of the European Union (at C1 level) and a satisfactory knowledge of another official European language of the Union (at B2 level) to the extent necessary for the performance of his/her duties⁵.
- Be a national of one of the Member States of the European Union⁶.
- Be entitled to his/her full rights as a citizen⁷.
- Have fulfilled any obligations imposed by the applicable laws concerning military service.

³ Candidates must satisfy ALL the eligibility criteria on the closing date of the application. In the event that you do not fulfil all the eligibility criteria, your application will not be further assessed. Candidates should assess and check before submitting their application whether they fulfil all the requirements as specified in the vacancy notice. Please include in the application form only professional experience and academic qualifications for which you hold supporting documents. Candidates must be able to provide supporting documents clearly showing duration and nature of experience upon request.

⁴ 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. For diplomas awarded in the UK diplomas awarded until 31/12/2020 are accepted without further recognition. For diplomas awarded after this date (from 01/01/2021), a NARIC recognition is required: <https://www.enic-naric.net/>. Candidates must meet this requirement on the closing date of application.

⁵ Please note that the minimum levels required above must apply to each linguistic ability (speaking, writing, reading and listening). You must have knowledge of at least two official EU languages: language 1 at minimum C1 level (thorough knowledge) and language 2 at minimum B2 level (satisfactory knowledge). These abilities reflect the Common European Framework of Reference for Languages <https://europass.cedefop.europa.eu/resources/european-language-levels-cefr>. The official languages of the European Union are: Bulgarian, Croatian, Czech, Danish, Dutch, English, Estonian, Finnish, French, German, Greek, Hungarian, Irish, Italian, Latvian, Lithuanian, Maltese, Polish, Portuguese, Romanian, Slovak, Slovenian, Spanish, and Swedish.

⁶ It should be noted that due to the withdrawal of the United Kingdom from the European Union on the 31/01/2020, British nationals who do not hold the nationality of another European Union member state, are not eligible for applications at ENISA due to the fact that they do not fulfil the requirements of Article 12.2 of the Conditions of Employment of Other Servants, namely that they do not hold the nationality of an EU Member State.

⁷ Prior to the appointment, the successful candidate will be asked to provide a certificate issued by a competent Member State Authority attesting the absence of any criminal record.

- Be physically fit to perform the duties linked to the post⁸.

4.2. Selection criteria

Only eligible candidates who fulfil the above eligibility criteria will be further assessed by the Selection Panel against the selection criteria (essential and advantageous), solely based on the information provided by the candidates in their application form. Candidates who do not meet all the essential requirements, will be excluded from the selection process. Candidates who meet all essential requirements, will be scored against the advantageous requirements.

Candidates would need to describe and provide concrete examples and/or results and/or actions they undertook in demonstrating the below criteria in their application form.

The candidates will be required to demonstrate he/she has:

Essential criteria

- Proven experience in the field of Human Resources and in particular, organising and administering selection procedures, forming annual recruitment plans and facilitating recruitment and onboarding processes;
- Proven experience in drafting and developing policies and standard operating procedures;
- Excellent command of the English language (at C1 level).

Advantageous criteria

Candidates who meet all of the essential selection criteria will be scored against the following advantageous criteria.

- Knowledge of and experience with the EU Staff Regulations/Conditions of Employment of Other Servants and their implementing provisions;
- Experience with HR Information systems such as, but not limited to, Sysper, EU learn, Ares etc.
- Experience in managing budget and contracts

Competencies

Moreover, the following competencies will be assessed during the selection process (interview and written test):

- Strong sense of responsibility, commitment and cooperation.
- Strong customer/service oriented and proactive attitude.
- Ability to organise and prioritise work and produce results.
- Ability to work collaboratively with internal and external stakeholders and demonstrate problem solving and critical thinking.
- Ability to communicate efficiently and unambiguously, in a structure and focused way both in both orally and writing with internal and external stakeholders.

⁸ 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.

5. Selection procedure

Contract Agents (both in assistant and officer functions) are also recruited by ENISA through the EPSO (European Personnel Selection Officer) CAST Permanent database⁹. The call for expression of interest, [EPSO/CAST/P/9/2017](#) comprising several profiles, has been open permanently for registration since 5 January 2017.

Provided you are eligible, you may submit your application to [EPSO Ref.: EPSO/CAST/P/9/2017](#) for CAST Permanent profile Human Resources FGIV. If you are already registered in the EPSO CAST Permanent there is no need to re-register. You are advised to indicate in your profile/application your continued interest in working for ENISA.

Upon deadline completion, ENISA will conduct a search in EPSO CAST database among the registered and eligible candidates. In such a case, candidates must apply to the EPSO profile indicated in our vacancy notice and include the ENISA Vacancy Notice reference number in your application. This will allow ENISA to filter our research and to easily find the candidate in the database. ENISA may also use the essential and advantageous criteria indicated in the vacancy notice as a filter to identify the candidates with the right profile for the position. When ENISA looks to fill a contract agent position, will consider both candidates who applied for the specific vacancy notice and candidates who are already registered in the database.

A selection Board is appointed by ENISA Executive Director and sign a declaration with regard to confidentiality. The selection board work and deliberations are bound by the principle of confidentiality as per Article 6 of Annex III of Staff Regulations. The Selection Panel adheres strictly to the conditions of admission laid down in the vacancy notice.

The applications of the identified candidates will first be screened against the Eligibility criteria and then be assessed and scored against the Essential criteria. The candidates who do not meet all the Essential criteria will be excluded from the selection process. The candidates who meet all the Essential criteria will be scored against the Advantageous criteria. Within this comparative evaluation of applications, the best candidates will be invited for an interview and written test. As a result of this phase of the selection procedure, the selection Board proposes the reserve list of successful candidates to the Appointing Authority.

6. Conditions of Employment

The successful candidate (s) will be recruited as member of the contractual staff, pursuant to Article 3a) of the Conditions of Employment of Other Servants of the European Union. The initial contract will be concluded for a period of 4 years. The contract may be renewed, in principle, for a period of 4 years. Any further renewal shall be for an indefinite duration. The appointment will be in Function Group IV.

Successful candidates who are offered a contract of employment will be graded on entry into service in step 1 of the relevant grade 13, 14 or 16. The grade will be determined in accordance with the number of years of professional experience of the successful candidate. In addition, successful candidates, who are recruited shall undergo an initial probation period of 9 months.

⁹ Decision No MB/2019/14 of the Management Board of the European Union Agency for Network and Information Security (ENISA) adopting Implementing rules on the general provisions for implementing Article 79(2) of the Conditions of Employment of Other Servants of the European Union, governing the conditions of employment of contract staff employed under the terms of Article 3a

Due to the Agency's operational requirements, the successful candidate will be required to be available at the shortest possible notice.

The summary of the financial entitlements is available [here](#):

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 and the Conditions of Employment of Other Servants of the European Union](#).

8. Equal opportunity

As a European Union Agency, ENISA is committed to providing equal opportunities to all its employees and applicants for employment. As an employer, ENISA is committed to ensuring gender equality and to preventing discrimination on any grounds. It actively welcomes applications from all qualified candidates from diverse backgrounds, across all abilities, without any distinction on any ground such as sex, race, colour, ethnic or social origin, genetic features, language, religion or belief, political or any other opinion, membership of a national minority, property, birth, disability, age, marital status or other family situation or sexual orientation, and from the broadest possible geographical basis amongst the EU Member States. In particular, ENISA encourages the applications of women for the positions where they are currently under-represented.

If you have a disability or medical condition that may hinder ability to sit the interview or written test, please indicate this in your application and let us know the type of special arrangements you need. If the disability or medical condition is developed after the deadline for the applications, you must notify us via email recruitment@enisa.europa.eu. Overall, ENISA strives to select, recruit, develop and retain, diverse talent workforce.

9. Appeal Procedure

Candidates who consider that their interests have been prejudiced by any decision related to the selection procedure can take the following actions:

- 9.1. Requests for feedback:** Candidates to a selection procedure can request feedback regarding their results within 15 working days from the communication of their results. They should expect to receive an answer from ENISA at the latest within 15 working days from the request. Please note that the request for feedback does not extend the deadlines to submit a request for internal review or administrative complaint under Article 90(2) of the Staff Regulations.

Candidates should send an email to the following email address recruitment@enisa.europa.eu by clearly indicating on the subject line: "Request for feedback of (name of candidate) for the vacancy notice reference number (vacancy notice reference number)" and clearly state their request on the content of the email.

- 9.2. Requests for internal review of the decisions taken by the Selection panel:** Candidates who feel that an error has been made in relation to their non-admission to the selection procedure (i.e. not eligible) or to their exclusion from the selection procedure (i.e. not invited for an interview/written

test) may request a review within 15 working days from the date on which they are notified about the decision. Requests for internal review may be based on one or more of the following reasons:

- i. a material irregularity in the competition process.
- ii. non-compliance, by the Selection panel or ENISA, with the Staff Regulations and relevant implementing rules, the vacancy notice, its annex and/or case-law.

Please note that candidates are not allowed to challenge the validity of the selection panel's assessment concerning the quality of their performance in a test or the relevance of their qualifications and professional experience. This assessment is a value judgment made by the Selection panel and disagreement with the Selection panel evaluation of the tests, experience and/or qualifications does not prove that it has made an error. Requests for review submitted on this basis will not lead to a positive outcome.

Candidates should send an email to the following email address recruitment@enisa.europa.eu by clearing indicating on the subject line: "Request for internal review (name of candidate) for the vacancy notice reference number (vacancy notice reference number)". The candidates shall clearly indicate the decision they wish to contest and on what grounds. Requests received after the deadlines will not be taken into account.

Candidates having requested a review will receive an acknowledgment of receipt within 15 working days. The instance which took the contested decision (either the Selection Board or ENISA) will analyse and decide on the requests and candidates will receive a reasoned reply in accordance with ENISA Code of good administrative behaviour. If the outcome is positive, candidates will be re-entered in the selection procedure at the stage at which they were excluded regardless of how far the selection has progressed in the meantime.

9.3. Administrative complaints: Candidates to a selection procedure, who consider they have been adversely affected by a particular decision of the Selection Board¹⁰ have the right to lodge an administrative complaint, within the time limits provided for, under Article 90(2) of the Staff Regulations to the Executive Director of ENISA. A complaint can be submitted against any decision, or lack thereof, that directly and immediately affects the legal status as candidate. Candidates should note that a complaint to the Executive Director against a decision of the Selection Panel cannot result in overturning a value judgment made by the latter related to the scores given to candidates assessment of the relevance of candidates' qualifications and professional experience and of their performance in a test.

Candidates shall submit an email to the following email address recruitment@enisa.europa.eu by clearing indicating on the subject line: "Complaint under Article 90(2) of the SR of (name of candidate) for the vacancy notice reference number (vacancy notice reference number)". Complaints shall be addressed to the Executive Director of ENISA, Ethnikis Antistaseos 72 & Agamemnonos 14, Chalandri 15231, Attiki, Greece. The complainant shall indicate clearly the decision she/he wishes to contest and on what grounds. Complaints received after the deadline will not be taken into account.

9.4. Judicial appeals: Should the complaint under article 90(2) be rejected, candidates to a selection procedure have the right to submit a judicial appeal to the General Court, under Article 270 of the [Treaty of the Functioning of the European Union](#) and Article 91 of the [Staff Regulations of Officials and Conditions of Employment of Other Servants of the European Union](#). Please note that appeals against decisions taken by ENISA will not be admissible before the General Court unless an

¹⁰ Assessment of the candidate interview and written test performance and therefore not being retain on the reserve list.

administrative complaint under Article 90(2) of the Staff Regulations has first been submitted and rejected by express decision or by implied decision.

The General Court has consistently held that the wide discretion enjoyed by Selection Boards is not subject to review by The General Court 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 Court of Justice of the European Union: <http://curia.europa.eu>

9.5. European Ombudsman: All EU citizens and residents can make a complaint to the European Ombudsman pursuant to Article 228 (1) 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. Before submitting a complaint to the Ombudsman, candidates must first make the appropriate administrative approaches to the institutions and bodies concerned

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 complaints or for submitting appeals to the General Court pursuant to Article 270 of the [Treaty of the Functioning of the European Union](#). 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.

For details of how to submit a complaint, please consult the website of the European Ombudsman: <http://www.ombudsman.europa.eu>

10. Data protection

All personal data shall be processed in accordance with Regulation (EU) No 2018/1725 of the European Parliament and of the Council (OJ L 295, 21.11.2018, p. 39–98) on the protection of natural persons with regard to the processing of personal data by the Union institutions, bodies, offices and agencies and on the free movement of such 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 invited to consult the [privacy statement](#) which explains how ENISA processes personal data in relation to recruitment selections.