

Frequently Asked Questions (FAQ) for candidates applying to selection procedures

This document is designed to provide answers to the most frequently asked questions received by the European Union Agency for Network and Information Security on its selection and recruitment procedures. We recommend reading this document before applying. In case you still have questions, please contact us at recruitment@enisa.europa.eu.

1. How can I apply for a position at ENISA?

Positions available at the Agency are regularly published on the Agency's [career website](#).

Candidates are requested to submit their application following the guidance explained in the vacancy notice until the indicated deadline. Applications sent via post or after the deadline will not be accepted.

Candidates can also subscribe to the Agency's [RSS Feed for vacancies](#).

2. Can I just send a CV if I am interested in any of the positions advertised?

No, if you want to apply for one of the positions advertised you must use the correct application form.

3. May I submit an unsolicited/spontaneous application?

ENISA does not consider unsolicited/spontaneous applications or CVs. Only applications for published vacancies can be taken into consideration. Unsolicited/spontaneous applications will not receive any response.

4. Are all applications and applicants for a position at ENISA treated in the same way?

ENISA applies a policy of equal opportunities and accepts applications without distinction on grounds of sex, race, colour, ethnic or social origin, genetic characteristics, language, religious, political or other convictions or opinions, belonging to a national minority, financial situation, birth, disability, age, sexual orientation, marital status or family situation.

5. Will I receive an acknowledgement that my application has been received?

Applicants will receive an e-mail confirmation that their e-mail application has been received. Please also check your spam filters, and in case you do not find this confirmation please contact us. Applicants are strongly encouraged not to wait until the last day with the submission of their application since heavy internet traffic or a fault with the internet connection could lead to difficulties in submission.

6. I have a technical problem downloading/completing the application form. What can I do?

Please save first the application form locally on your PC, then try opening it. In case the problem still persists, make a screen shot of the error message you received, and send it to recruitment@enisa.europa.eu.

Disclaimer: The information provided herein is for general informational purposes only. It is not intended and should not be considered as legally binding. The European Union Agency for Network and Information Security reserves the right to modify the information contained here at any time without prior notice.

7. I am not sure whether my profile fits to the vacancy being advertised. Should I still apply? What should I include in my application?

ENISA cannot advise candidates on whether to apply or what to include in their applications. Candidates are strongly encouraged though to submit their applications if they meet the eligibility criteria of the vacancy advertised and if the job profile meets their interest.

8. Can I apply for more than one selection procedure at the same time?

Vacancies advertised by ENISA are independent from each other and if not indicated otherwise, candidates are welcome to apply to any of them, if they meet the eligibility criteria. Please note that you will be required to submit a separate application form for any of the positions that you are interested in.

9. I have submitted my application when I realised I missed to include important information. The deadline is still not yet over. Can I submit a new application replacing the previous one?

Yes. Until the deadline candidates may submit a new application. The system automatically deletes any previous versions and keeps only the latest one.

10. I am a national of a country that is not a Member State of the EU. Am I eligible to apply for a vacancy advertised by ENISA?

In order to apply for a position at ENISA it is mandatory to be a citizen of a Member State of the European Union.

11. I have a degree from a country that is not a Member State of the EU. Am I eligible to apply for a vacancy advertised by ENISA?

Candidates who hold university diplomas and degrees received in a country that is not a Member State of the EU need to have the degree officially recognised in one of the Member States of the European Union in order to be eligible to apply for a position which requires such degree.

12. My degree/diploma will not be awarded until after the closing date for applications. May I apply?

To be eligible to apply you must have gained the minimum entry qualifications required in the vacancy notice by the closing date. Qualifications gained after that date cannot be taken into consideration.

13. I do not have the required number of years of professional experience by the closing date of the application, however I will have them soon after. May I apply?

You must meet all the eligibility requirements by the closing date for submission of applications. Professional experience acquired after this date cannot be taken into account and therefore the application will be considered as not eligible.

Disclaimer: The information provided herein is for general informational purposes only. It is not intended and should not be considered as legally binding. The European Union Agency for Network and Information Security reserves the right to modify the information contained here at any time without prior notice.

14. What language should I use in my application for a post at ENISA?

Applicants may use any of the official languages of the European Union when applying for a post advertised by ENISA. However, in order to speed up the selection process and to reduce the amount of translations needed, applicants are invited to use English, which is the working language of ENISA.

15. Can I change the information inserted in my application after I submitted it?

No, applications submitted cannot be modified any longer. However, you can inform ENISA about changes concerning your contact details (e.g. phone number, e-mail address) by sending an e-mail to: recruitment@enisa.europa.eu.

16. How can I check the status of the selection procedure?

ENISA regularly publishes the status of recruitment procedures on its [website](#).

17. Will I be notified if my application is unsuccessful?

Yes. Candidates that have been shortlisted for an interview will receive an invitation by e-mail, whereas those candidates that are not selected for interviews will be notified via e-mail of the outcome once the procedure has been concluded.

18. How can I be sure that the personal data I have provided is protected?

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.

For more information, please read [ENISA Data Protection statement](#).

19. Which are the steps of the selection and recruitment procedures?

The steps are:

1. Candidates fill in and send application
2. Selection Board performs the screening according to the criteria listed in the vacancy notice and admits selected candidates to the selection procedure
3. Selection Board decides on the best candidates to be invited for the interview and written test
4. Selection Board conducts the written test and interviews
5. Selection Board draws the candidates' reserve list
6. Executive Director decides on the recruitment from the reserve list in line with post and budget availability, as well as considering a geographical diversity and a gender balance

Before taking up employment at ENISA, candidates will have to undergo a pre-employment medical visit in order to confirm that they are physically fit to perform the duties linked to the post and fill in a declaration in line with Article 11 (3) of the [Staff Regulations of Officials](#) and Article 11 (1) of the [Conditions of](#)

Disclaimer: The information provided herein is for general informational purposes only. It is not intended and should not be considered as legally binding. The European Union Agency for Network and Information Security reserves the right to modify the information contained here at any time without prior notice.

Employment of other Servants of the EU (CEOS) of not having a personal interest such as to impair their independence or any other conflict of interest.

20. When may I expect to receive an invitation for an interview?

The time taken to invite candidates for an interview depends on the number of applications received for a particular vacancy notice. Candidates short-listed for an interview will be informed once all applications have been evaluated. It usually takes around 8 - 10 weeks from the closing date of the vacancy notice before the invitations for interviews can be sent out. Candidates are usually given not less than 15 working days' notice when invited for the interview/written test.

21. How long will the selection procedure take?

Depending on the number of the candidates, and taking into consideration the usually high number of applications that the Agency receives, it may take at least 6 months from the time of publication of a selection procedure to the drawing up of the reserve list of successful candidates.

22. Will I be informed about the Selection Board's composition?

Yes. In accordance with the **Good Practices Guidelines** issued by the European Ombudsman, ENISA discloses the names of the Selection Board members on the website.

23. Can I contact the Selection Board members to give them some helpful information?

Candidates are **strictly forbidden** to make any contact with the members of the Selection Board, either directly or indirectly. Any infringement of this rule will lead to disqualification from the selection procedure. Any questions or clarifications related to the selection procedure can be sent to ENISA's recruitment inbox under recruitment@enisa.europa.eu.

24. Can I contact ENISA on behalf of candidate XY to ask about her/his application and when s/he will be invited for interview?

ENISA will only give information regarding candidates' application status directly to each candidate concerned.

25. I have special needs and would therefore need particular arrangements in order to take the tests. What should I do?

In the application form candidates are asked to state whether they have any special needs. If this is the case, the candidate is asked to briefly describe these so that ENISA's HR team can make special arrangements to meet the needs. If the candidate with special needs is invited for the interview, s/he will be asked to provide a certificate or a note from the competent authority (e.g. a medical certificate) confirming the condition.

26. What shall I study for the written test and interview?

Disclaimer: The information provided herein is for general informational purposes only. It is not intended and should not be considered as legally binding. The European Union Agency for Network and Information Security reserves the right to modify the information contained here at any time without prior notice.

As a recommendation, candidates should use the vacancy notice for their preparation. The written tests are designed to assess some of the competencies indicated in the vacancy notice under essential and advantageous criteria. The interviews aim to give an opportunity to bring forward the range of competencies and skills for the position applied for. The interviews are being held in English. For candidates, whose mother tongue is English, knowledge of their second EU language indicated in the application form will be assessed during the interview.

27. Will my travel and subsistence expenses be reimbursed if I am invited for an interview?

Your travel and subsistence expenses will be reimbursed in line with the [Agency's Travel Reimbursement Rules](#).

28. I am on a reserve list. When shall I expect an offer of employment?

Inclusion on a reserve list does not guarantee a job offer. As long as the reserve list remains valid, ENISA may offer a position to a successful candidate who best matches the specific needs of the vacant position. You can check the status concerning the validity of existing reserve lists on ENISA's [website](#).

29. I am on a reserve list and I see that a similar competition is being advertised again. Do I still have to apply and if yes, do I have to send an application again?

Yes, you do have to send a separate application. For each selection procedure all material to be placed on candidates' files must be submitted afresh.

30. I have received a letter about the result of the selection procedure and I would like to know how well I performed at the interview and the written test. How can I receive this information?

Candidates may request further information about their results by sending an e-mail to recruitment@enisa.europa.eu. This request for further information does not influence the timeline for lodging an appeal under Article 90 (2) of [Staff Regulations of Officials and Conditions of Employment of Other Servants of the European Union](#).

31. What can I do if I am not happy with the outcome of the decision of the Selection Board (appeal procedure)?

Applicants may lodge an administrative complaint under Article 90 (2) of the [Staff Regulations of Officials and Conditions of Employment of Other Servants of the European Union](#) at the following address:

Executive Director

Disclaimer: The information provided herein is for general informational purposes only. It is not intended and should not be considered as legally binding. The European Union Agency for Network and Information Security reserves the right to modify the information contained here at any time without prior notice.



ENISA

To the attention of Head of Stakeholder Relations and Administration
1 Vasilissis Sofias
Marousi 151 24
Attica, Greece

The complaint must be lodged within 3 months. The time limit for initiating this type of procedure starts running from the time the candidate has been notified of the act adversely affecting her/him.

Should the complaint be rejected, pursuant to 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**, a candidate may request judicial review of the act. The appeal must be lodged within 3 months from the date of notification to the following address:

Registry
The General Court
Rue du Fort Niedergrünwald
L-2925 Luxembourg
Luxembourg

For details on how to submit an appeal please consult the website of The General Court:
<http://curia.europa.eu>

The time limit for initiating this procedure starts to run from the time you become aware of the act allegedly prejudicing your interest.

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.

European Ombudsman
1 Avenue du President Robert Schuman
CS 30403
67001 Strasbourg Cedex
France
<https://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 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.

Disclaimer: The information provided herein is for general informational purposes only. It is not intended and should not be considered as legally binding. The European Union Agency for Network and Information Security reserves the right to modify the information contained here at any time without prior notice.

