

Vacancy Notice

Head of Unit Corporate Support Services (TA/AD 9) – One position

Ref. ENISA-TA71-AD-2020-05

The European Union Agency for Cybersecurity (ENISA) welcomes applications from highly motivated candidates to contribute to the development of the Agency.

Please send us your applications by no later than 07/09/2020 at 16:00 CET.

1. The Agency

The European Union Agency for Cybersecurity (ENISA) holds a discreet and enhanced role under the mandate of the Cybersecurity Act Regulation¹. The mission of the European Union Agency for Cybersecurity (ENISA) is to achieve a high common level of cybersecurity across the Union, by actively supporting Member States, European Union institutions, industry, academia and EU citizens.

ENISA contributes to policy development and implementation, support capacity building and preparedness, facilitate operational cooperation at Union level, enhance the trustworthiness of ICT products, services and processes by rolling out cybersecurity certification schemes, enable 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. The place of employment for this vacancy is in **Athens, Greece**.

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.

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

2. Corporate Support Services Unit

The Corporate Support Services (CSS) of ENISA is seeking to recruit the Head of Unit.

The CSS as a unit is established by ENISA's Management Board in the course of reorganisation of the Agency and will start operating as of 01.01.2021. CSS is foreseen to be the main structural entity which executes and helps other structural entities of the Agency to utilise its resources in accordance with the principles of economy, efficiency and effectiveness. The CSS should help the Executive Director to manage budgets within clear, credible and predictable limits and ensure that procurement processes and budget data are open, transparent and accessible. It should design and implement budget in order to ensure value for money and meet development needs of the Agency in a cost-effective and coherent manner. Present a comprehensive, accurate and reliable account of the budget and the Agency's assets and resources, and actively plan, manage and monitor budget execution including procurement processes. It should promote the integrity and quality of budgetary forecasts, fiscal plans and budgetary implementation and help to identify, assess and manage prudently longer-term sustainability and risks. Corporate support service would plan and implement the Agency's Establishment Plan according to the Staff Regulations and also assist the ED in some

¹ Regulation (EU) 2019/881 - Cybersecurity Act: <http://data.europa.eu/eli/reg/2019/881/oj>

of its roles as Appointing Authority as well as execute the overall tasks related to the development and advancement of the Agency's staff, design, maintenance and security of its IT systems and physical premises necessary for the needs of the staff and Agency.

3. Job description

The **Jobholder** will be responsible for the following tasks:

Key responsibilities:

Core tasks and responsibilities in relation to IT, legal services, public procurement and financial management as well as to human resources management:

- Assist the Executive Director on all aspects in relation to the administrative management of the Agency and carry out the tasks outlines hereinafter;
- Setting up and coordinating the implementation of rules and regulations related to IT, legal, public procurement and financial matters as well as day-to-day administration;
- Implementing and administering ENISA financial and legal affairs in accordance with the priorities, including annual budget presentation and follow-up, coordination with the Authorising Officer, monitoring of expenditures and contract management. This also includes the planning and carrying out of all procurement and contracting activities of the Agency, ensuring compliance with the Financial Regulation, its implementing rules and the Agency's policies;
- Recording the financial transactions in an optimised, accurate and timely way and performing financial verifications as needed. Dealing with and following up audits and compliance-related matters;
- With regular frequency, preparing reports for various stakeholders (e.g. ENISA Management Board, European Commission, European Parliament) on topics such as budget execution and cost control;
- Ensuring the functionality of relevant internal control systems, conducting ex-ante and ex-post evaluations and elaborating the methodology, process, guidance documents and templates; avail such systems to the benefit of the Authorising Officer and other Authorising Officers by Delegation;
- Following up relevant regulations, instructions and their changes and delivering training and advice to ENISA's Management and staff, while maintaining a continuous and effective communication and working relationship;
- Managing, advising on and coordinating the internal IT activities contributing to achieving the strategic objectives of the Agency within the context of increased use of technologies, requiring a high level of cybersecurity;
- Implementing a quality management system across the full range of IT services and initiating changes/improvements to enhance service delivery;
- Provide guidance as appropriate to draft decisions, briefs, reports and correspondence on any legal issue and provide legal advice; support the Agency in case of litigation and guide on the coordination with external Counsel as appropriate; provide legal reviews on all legal instruments of the Agency including contracts; supervise the public procurement function for compliance purposes;
- Developing, implementing and following up the strategic management of human resources policies, procedures and practices of the Agency according to the Staff Regulations;
- Developing HR planning strategies, managing the respective budgets and delivering HR projects on budget and time;
- Respecting discretion and confidentiality in dealing with sensitive information;
- Managing the monthly payroll and management of individual rights and obligations;
- Developing measures to promote well-being at work, measuring employee engagement and satisfaction, identifying related needs and proposing adequate actions;

- Promoting equality of treatment, cultural diversity and ethical and respectful behaviour as part of the culture of the agency while developing preventing measures to avoid abuse and unethical behaviour;
- Providing and supervising the implementation of the ENISA training plan according to identified needs, providing guidance on staff development and staff induction;
- Providing guidance on performance management, issues and processes and maintaining job and competency profiles. Organising staff appraisals and documenting outcomes;
- Performing any other tasks that are appropriate to the job roles underlying this job family and that are required.

Management tasks and responsibilities:

- Manage, coordinate and supervise all activities in the Corporate Support Services area to deliver projects on time, within budget and in line with the strategy and the Annual Work Program;
- Delegate projects to staff and monitor and review progress, quality and scope continuously by applying agile principles;
- Motivate staff within their area of expertise, maintaining team spirit and ensuring that staff remains committed to the strategy and goals of the Agency;
- Contribute to the vision, content and planning of the strategy and Annual Work Program of the Agency;
- Provide regular feedback to the Executive Director on progress according to plan and financial status of all on-going activities (budget management);
- Align with and provide feedback to peers (e.g. other Heads of Units) by regular exchange of information and alignment on the Annual Work Plan execution to ensure the detection and creation of synergies across projects and leverage expertise of staff;
- Coordinate and manage performance review cycles of staff and coach them on their personal development;
- Represent team strategy, projects and deliverables towards the rest of the Agency as well as Member States and other relevant public authorities;
- Manage communities of stakeholders and international relations in the designated competence areas;
- Safeguard a culture of consistent compliance with rules and regulations as well as ethical behaviour;
- Take on additional tasks as required in the interest of the service.

* Duties may evolve according to development of the ENISA's structure and activities, and the decisions of ENISA management, including in the context of internal mobility of middle management staff.

4. Qualifications and experience required²

4.1. Eligibility Criteria

- A level of education which corresponds to completed university studies attested by a diploma³ when the normal period of university education is at least four years or more; or
- A level of education which corresponds to completed university studies attested by a diploma and appropriate professional experience of at least one year when the normal period of university education is at least three years;
- In addition to the above, in total at least **twelve years'** of proven full time professional experience⁴

² Candidates must meet this requirement on the closing date of application.

³ 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. Candidates must meet this requirement on the closing date of application.

⁴ The professional experience is counted from the date of completion of the required diploma indicated in eligibility criteria and if it is on a paid basis (including internship/traineeship). PhD may be counted as professional experience if the candidate received a

relevant to the duties concerned or relevant to the operational mandate of ENISA after the award of the university degree;

- Thorough knowledge of one of the official languages of the European Union and a satisfactory knowledge of another official European language⁵.

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

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

4.2. Selection criteria

High Scoring Criteria (5 points per criterion)

- University degree in any of the following disciplines: Social Sciences (including Law, Economics or Finance, Political Science, Business Administration or Public Administration), Human Resources Management, or Information Systems/Computer Science/IT Engineering.
- At least 5 years of proven working experience in the areas covering the operational mandate of ENISA and/or the areas related to this vacancy, including managing or leading high performing interdisciplinary teams in European Union Institutions, bodies or Agencies, or Member States public authorities.
- Proven knowledge of core aspects of corporate administrative services or equivalent within the EU institutional context, focusing on demonstrable understanding how the HR, IT or procurement related corporate services should be designed and delivered, in order to cater the needs arising from the operational mandate of the Agency.
- Proven experience in providing advice to senior management within the EU institutional context.
- Strong communication skills in English, both orally and in writing, including strong ability for public speaking.

Low Scoring Criteria (2 points per criterion)

- A postgraduate degree at Master's level or above in a discipline brought out above.
- Proven organisational skills, ability to deliver results and administer human and financial resources within the EU Agency context.
- Strategic and service oriented skills attested by experience in change and/or project management proven by a suitable record of accomplishment and/or third party attestation.

salary/study grant during the period of the PhD studies. The maximum duration counted for a PhD is three years provided that the PhD has been successfully concluded by the closing date for applications of the selection procedure. Any given period of professional experience shall be counted only once. Part-time periods will be calculated pro rata. Compulsory military service shall be taken into consideration as professional experience if the official documentation is provided.

⁵ Recruited candidates shall be required to demonstrate before their first promotion the ability to work in a third European Community language.

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.

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.

IMPORTANT:

All high scoring and low scoring criteria are evaluated in order to identify the candidates to be invited for an interview and written test.

The top candidates (number of the shortlisted candidates scoring above the threshold to be set by the selection board) will be invited for an interview and written test. 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.

5. Selection procedure

The selected candidate 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 Board and established following an open selection process involving interviews and written tests.

More specifically, the Selection Board 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 Board decides on those candidates who are invited to attend an interview and written test

The Selection Board adheres strictly to the conditions of admission laid down in the vacancy notice when deciding whether candidates are to be admitted. Candidates admitted to a previous selection procedure will not automatically be eligible. Should the Selection Board 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.

Shortlisted candidates will be asked to undergo a written test of which the candidates will be informed in advance. Shortlisted candidates will be required to submit electronically relevant supporting documentation demonstrating their educational qualifications and work experience. **It is envisaged that the interviews and written test will take place in October/November 2020.** The date may be modified depending on the availability of the Selection Board members. Shortlisted candidates may also be required to provide work-related references upon request of the Agency. The activity of the Selection Board 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.**

Candidates selected on the basis of the outcome of the interview and written test, are likely to be invited to a session in an assessment centre, and to an interview with the Appointing Authority. The interview will focus on the overall suitability of the candidate for the post covering motivation, relevant technical and behavioural competencies, in line with the selection criteria established in the vacancy notice.

The reserve list will be valid until 31/12/2022 and may be extended by decision of the Appointing Authority for a further 12 months. This list may be used to recruit Staff for other positions in the areas referred to in this vacancy.

Candidates invited to an interview will be informed by e-mail whether or not he/she has been placed on the reserve list. Candidates on the reserve list will be asked to fill a specific form informing the Appointing

Authority of any actual or potential conflict of interest⁹. 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.

In line with the European Ombudsman's recommendation, ENISA publishes the names of the Selection Board on its website once established. It is strictly forbidden for the candidates to make any contact with the Selection Board, either directly or indirectly. Any infringement to this rule will disqualify the candidate from the competition.

All enquiries or requests for information in relation to the competition, including details about candidates' results¹⁰ should be addressed to the following email address recruitment@enisa.europa.eu

6. Conditions of Employment

The successful candidate will be recruited as a Temporary Agent, pursuant to Article 2(f) of the Conditions of Employment of Other Servants of the European Union (CEOS), for a period of five (5) years. After the five (5) years, the contract may be renewed for an indefinite period.

The appointment will be in grade AD 9. The step 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.

The remuneration of staff members consists of a basic salary¹¹ and where applicable allowances.

The indicative gross basic monthly salary for Grade **AD 9 step 1 is: 8.002,30 EUR and for step 2 is: 8.338,57 EUR.**

This salary will be weighted by the corrective coefficient applicable to the hosting country of the agency. The current corrective coefficient is 81.8 %, which will be reviewed yearly, in the end of the year, with retroactive effect from 1 July.

The staff member depending on its personal situation may be entitled to various allowances, in particular to an expatriation (16 % of basic gross salary) or to a foreign residence allowance (4 % of basic gross salary) and to family allowances (depending on personal situation) such as household allowance, dependent child allowance, pre-school allowance. In addition, the successful candidate might be entitled to temporary daily allowance¹², installation allowance¹³, management allowance etc.

⁹ In compliance with Article 11 of the Staff Regulations of Officials and Conditions of Employment of Other Servants of the European Union.

¹⁰ 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.

¹¹ 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.

¹² If staff member is requested to change the residence in order to take up duties, she/he will be entitled to: reimbursement of the travel costs; temporary daily subsistence allowance (43.97 EUR for up to 10 months or 35,46 EUR for 120 days, if no dependents).

¹³ The installation allowance is granted (depending on the personal situation) for 1 or 2 months of the basic salary and is paid upon successful completion of the nine months probationary period. Management allowance is foreseen and is granted upon completion of the 9 months probationary management period.

Other benefits include:

- Special ID card, issued by the Greek Ministry of Foreign Affairs;
- Special car license plates (for certain grades);
- Education allowance;
- Home visit allowance;
- Additional financial support for the education of children “subject to budget availability and conditions”;
- VAT exemption allowance on certain goods for a period of 3 years;
- Importation/purchase of 1 or more vehicles depending on the circumstances without taxes of VAT (“special conditions apply”);
- Staff is entitled to annual leave of two working days per each complete calendar month of service plus additional days for the grade, age, home leaves for expatriates and an average of 19 public holidays per year;
- In addition, staff may be granted special leave for certain circumstances such as marriage, birth, adoption of a child, moving, elections, serious sickness of spouse, etc.;
- ENISA staff members benefit of health insurance 24/7 and worldwide by the Joint Insurance Scheme (JSIS);
- 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).
- Where it is considered in the interest of the service, statutory staff may avail of the ENISA teleworking policy and flexible working time arrangements.
- A wide range of learning and professional development opportunities.

It should be noted that a Seat Agreement between ENISA and the Hellenic Authorities further gives privileges for the employees of the Agency which are not fully listed above.

Further information on working conditions of Temporary staff and Contract staff can be found in the [Staff Regulations of Officials and the Conditions of Employment of Other Servants of the European Union](#).

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. 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.

9. Equal opportunity

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. 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. The staff is recruited on the broadest possible geographical basis from among nationals of all Member States of the European Union.

10. Complaints

If a candidate considers that he or she has been adversely affected by a particular decision, he or she can lodge a complaint under Article 90(2) of the [Staff Regulations of Officials and Conditions of Employment of Other Servants of the European Union](#), within 3 months from the date of notification to the following address:

Executive Director
ENISA
1 Vasilissis Sofias
Marousi 151 24
Attica, Greece

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

Please note that the Appointing Authority does not have the power to amend the decisions of a Selection Board. 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>

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
<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 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.

11. Submission of applications

For an application to be valid candidates **shall**:

- Use the PDF application form related to the position you want to apply. The form is available on ENISA career website. The format of the PDF application must not be changed and filled accordingly to the instructions. **It is highly recommended** to submit the application in English language, which is the working language of ENISA.
- Send your application within the set deadline.
- Indicate in the subject of the e-mail: **FAMILY NAME-FIRST NAME-2020-05**

Incomplete applications will be disqualified and treated as non-eligible. Candidates should submit a separate application for each vacancy they want to apply for.

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 are reminded not to wait until the final days before the closing date for applications.

Please note that the selection process may take several months. Status of the selection procedures can be consulted at: <https://www.enisa.europa.eu/recruitment/vacancies/status-of-recruitment-procedures>

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

07/09/2020 (16h00 CET)

Published on ENISA website: 05/08/2020