

**RESTRICTED / CONTRACT TYPE: RESTRICTED TEMPORARY AGENT**

# Head of Unit – EU Internet Referral Unit (IRU) (AD9)

Europol/2025/TA/AD9/690, Deadline: 14 May 2025, 23:59 CEST, Department: 04 European Counter Terrorism Centre (ECTC)

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## ORGANISATIONAL CONTEXT

*This selection procedure is intended to fill 1 currently available post.*

*Europol retains the right to make use of the reserve list to select candidates for similar posts within the organisation, should business needs require so.*

### **Organisational setting:**

The post of Head of Unit – EU IRU Unit is located in the European Counter Terrorism Centre (ECTC) in the Operations Directorate.

**The Operations Directorate** deals with the core business of Europol, improving the effectiveness and cooperation of the competent authorities in the Member States (MS) in preventing and combating serious and organised crime, as well as terrorism affecting the MS. This requires close cooperation with the Liaison Bureaux at Europol and via them with the Operational Teams in the MS.

**Europol** delivers a number of products and services to national law enforcement agencies to support them in their fight against international serious and organised crime, as well as terrorism.

**The Operations Directorate** hosts five distinct Departments: Operational and Analysis Centre, European Serious Organised Crime Centre, European Cybercrime Centre, European Counter Terrorism Centre and the European Financial and Economic Crime Centre.

**The European Counter Terrorism Centre (ECTC)** is responsible for facilitating counter terrorism (CT) cooperation and CT information exchange among the CT authorities as well as for providing operational analysis. It was established in 2016 with the aim of maximising operational, technical and overall information exchange capabilities in the area of counter

terrorism. ECTC strives to ensure added value for EU MS and Third parties (TP) CT cooperation by providing:

- 1) an information hub for CT with strong analysis and information sharing capabilities, effective operational support and expertise for MS and TPs CT investigations
- 2) proactive mitigation of the use of social media for radicalisation purposes through terrorist/violent (right-wing) extremist online propaganda, also promoting private-public partnerships
- 3) a central strategic support capability to identify European wide counter-terrorism implications and outreach with relevant international partners.

A support office for the ATLAS network (Special Interventions Units) is also set up within ECTC.

The EU IRU coordinates and shares the identification tasks of terrorist and violent (left and right-wing) extremist online content with relevant competent authorities; carries out and supports referrals in an effective manner in close cooperation with the industry; and supports MS internet-based investigations and technical requests. The EU IRU also acts as a knowledge hub for Europol and the MS in the field of cross-border access to e-evidence and new technologies that could potentially be abused by criminals.

#### **Job environment:**

This post might require participation in a shift system including weekends and nights as well as on-call duty.

## **FUNCTIONS AND DUTIES**

#### **Purpose of the post:**

The Head of Unit – EU IRU is responsible for the effective discharge of his/her responsibilities under the supervision of the Head of the Department - ECTC.

The job holder will lead and manage all aspects of the unit's activities related to the identification, referral, and analysis of terrorist and violent extremist content online. This includes overseeing the provision of analytical and operational support to investigations focused on the use of the internet and social media by terrorist organizations and criminal groups.

The role involves the development of expertise within European centres targeting online terrorism, the production of strategic assessments such as the EU Terrorism Situation and Trend Report (TE SAT), and the maintenance of specialist databases. Additionally, the job holder will coordinate and collaborate with relevant partners to flag and refer terrorist content efficiently, while supporting competent authorities with strategic and operational analysis.

#### **Functions and duties**

The successful candidate will have to carry out the following main duties:

Set vision, goals and objectives for the Unit in alignment with Europol's organisational strategy and inspire staff;

Develop and implement policies and procedures to facilitate seamless operations and ensure compliance with relevant legal framework and fundamental rights outlined in the Charter of Fundamental Rights of the European Union;

Manage the delivery of relevant products and services included in the Europol work programme; ensure the quality and timeliness of the products and services delivered;

Manage staff within the Unit; establish and monitor the achievement of key performance indicators and identify and address areas for improvement; provide constructive feedback, guide and empower staff in order to grow and develop;

Ensure the effective management and efficient use of all financial, human and other resources, in support of Europol's program delivery; identify risks and ensure appropriate mitigation;

Manage conflicts by effectively applying techniques and strategies that identify and address conflicts early and to find satisfactory solutions that promote positive outcomes;

Ensure that data entrusted to the unit are protected and used in accordance with the relevant Europol regulations;

Cultivate a culture of teamwork and cooperation with zero tolerance for harassment; put into place effective communication and collaboration between the Unit and other Units/stakeholders inside or outside of Europol;

Make development opportunities available and ensure staff members have the know-how, resources, environment and support necessary to achieve results in an effective manner;

Represent the Unit in external and cross-departmental engagements and negotiations and provide advice on matters relating to area of responsibility; deliver presentations and prepare reports;

Act as role model for the Unit and champion diversity & inclusion matters inside and outside Europol;

Perform any other duties in the area of competences as assigned by line management.

## **REQUIREMENTS - ELIGIBILITY AND SELECTION CRITERIA**

### **Eligibility criteria**

**a. Candidates must**

Be a member of a competent authority within the meaning of the Article 2(a) of the Europol Regulation and enjoy full rights as a citizen of a Member State;

Have fulfilled any obligations imposed by the applicable laws on military service;

Produce appropriate character references as to his or her suitability for the performance of the duties;

Be physically fit to perform the duties pertaining to the post as further specified in Article 13 of the Conditions of Employment of Other Servants of the European Union (CEOS);

Produce evidence of a thorough knowledge of one of the languages of the Union and a satisfactory knowledge of another language of the Union to the extent necessary for the performance of the duties.

**b. Candidates must have**

A level of education which corresponds to completed university studies attested by a diploma when the normal period of university education is 4 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 1 year when the normal period of university education is 3 years;

OR

Professional training of an equivalent level in a relevant area (e.g. Police Officer's School) and after having completed the training, at least the number of years of relevant professional experience as indicated below:

**Duration of professional training : Additional professional experience required for equivalency**

More than 6 months and up to 1 year : 4 years

More than 1 year and up to 2 years : 3 years

More than 2 years and up to 3 years : 2 years

More than 3 years : 1 year

**In addition** to the above at least **12 years** of professional work experience gained after the award of the diploma.

**Selection criteria****a. Professional experience:**

**Essential:**

Experience in international investigations;

Experience in coordinating online investigations;

Experience in cooperation with competent CT services within and beyond law enforcement;

Experience in managing staff of at least 5 years;

Experience in the role of liaison and cooperation on operational, strategic and policy matters;

Experience with administration, finances and planning at management level.

**Desirable:**

Experience working in a multicultural environment;

Experience with emerging technologies and their influence on the production and distribution of terrorist and violent extremist propaganda.

**b. Professional knowledge****Essential:**

Sound knowledge of countering online violent content on social media in support of online investigations and open sources monitoring;

Sound knowledge of the Europol and EU legal framework in general and in particular in the area of counter terrorism;

Sound knowledge of international law enforcement cooperation;

Knowledge of terrorist propaganda;

Knowledge of the global CT investigation methods and techniques.

**c. General management skills including:****Essential:**

The ability to set and revise objectives for the unit within the overall strategic framework and priorities of the Agency;

The ability to determine and focus on priorities and to monitor and evaluate the progress made towards achieving the unit's and team members' objectives set, in cooperation with the members of the team;

The ability to organise, assign and manage the unit's work among the members of the team and to set them challenging but realistic objectives;

The ability to empower members of the team while ensuring that they understand what is expected of them and how their work contributes to the unit's objectives;

The ability to choose co-workers and to build strong teams with complementary strengths suited to the efficient pursuit of the unit's objectives;

The ability to motivate members of the team to achieve the desired results and also to provide regular feedback, acknowledge success and the need for improvement in order to enable them to achieve their objectives and greatest potential;

The ability to develop and support career development and learning opportunities for the members of the team.

### **Communication skills**

The ability to communicate clearly and present complex subjects simply, both orally and in writing, including to the members of the team;

The ability to solicit inputs from and listen to staff, partners, and stakeholders.

### **Interpersonal skills**

The ability to deal with people effectively, respectfully and courteously;

The ability to build productive and cooperative working relationships with hierarchy and other units and colleagues.

### **Negotiation skills**

The ability to steer discussions and generate the best possible results without compromising productive working relationships with the other parties involved.

**d. Fulfil the condition stipulated in Article 5 of the Decision of the Executive Director on the Duration of contracts of employment for Temporary Agents, on the start date of the possible contract of employment which may be offered.**

## **SELECTION PROCEDURE**

**All applications for Temporary Agent posts must be submitted through the online recruitment system accessible via Europol's website. For further information, please consult the Europol Recruitment Guidelines.**

The stages to be followed by the AACC shall be as follows:

#### **1) Pre-selection**

The Executive Director sets up a Pre-selection Panel composed of at least three members, of a grade and management function equal or superior to that of the function to be filled,

consisting of one chair and at least one member from the administration of Europol and one member designated by the Staff Committee. Where there are no TAs within Europol fulfilling the requirement of management function and grade, the AACC may decide to designate officials or TAs from another agency or institution who fulfil that condition.

**For restricted posts**, the Executive Director shall designate up to two additional members of the Pre-selection Panel if so requested by the Chairperson of the Management Board. The additional members shall consist of a representative of the Presidency or one representative of the Presidency and one representative of another Member State. The Executive Director may invite other persons to the Pre-selection panel as observers.

## SELECTION PROCEDURE

The minimum pass-mark for being shortlisted, i.e. invited to participate in a pre-selection, is established as 60% of the total maximum score. The Pre-selection panel draws up a shortlist with a maximum of 6 candidates who most correspond to the profile sought. All candidates having a score equal to the 6th highest scoring candidate will be included in the list of shortlisted candidates invited to participate in the pre-selection.

In case of candidates shortlisted for restricted posts (including restricted - Annex II posts), who had indicated membership of a competent authority in one of the Member States, Europol will seek confirmation from the relevant Europol National Unit to ensure that those candidates indeed belong to a competent authority

The pre-selection shall rely on one or more written and oral test(s).

The Pre-selection Panel establishes the minimum pass-mark for the pre-selection. Only candidates scoring above the pass-mark for the Pre-selection will be invited to take part in an Assessment Centre and interview with an Interview Panel.

The selection criteria, set out in this Vacancy Notice, will be assessed throughout the different stages of the selection procedure. Before the start of the selection procedure, it will be decided which selection criteria will be used at each stage of the selection procedure. Certain selection criteria will be assessed only for shortlisted candidates during written test(s), and/or interview(s) and/or an Assessment Centre

It is intended for the pre-selection and interviews to be conducted on-site at Europol. Should it be necessary to conduct the pre-selection and/or interviews remotely, either in part or in full, in the interest of the proceedings, the candidates invited to participate in the pre-selection and/or interviews will be informed accordingly.

### 2) Assessment Centre

All candidates invited to the interviews with the Executive Director shall take part in an Assessment Centre, unless they have already taken part in such an Assessment Centre in the course of the year preceding the Assessment Centre. If a candidate has taken part in an Assessment Centre within this period, Europol may decide to waive the requirement to repeat the assessment.

The Assessment Centre evaluates, through a series of group and individual exercises and activities and in-depth interviews focused on management skills, whether the candidates

possess the competencies required. Assessment Centres are conducted by an external provider. The result of the Assessment Centre shall be taken into consideration by the Executive Director.

### 3) Interview

The candidates scoring above the pass mark in the pre-selection shall be invited to an interview with the Executive Director and two members of a grade and management function equal or superior to that of the function to be filled.

For restricted posts, the Interview Panel shall consist of up to two additional members if so requested by the Chairperson of the Management Board. The additional members shall consist of a representative of the Presidency or one representative of the Presidency and one representative of another Member State.

After all stages of the selection procedure have taken place, the AACC makes a decision of appointment. The AACC retains the discretion to constitute a Reserve List. A Reserve List is valid for 24 months. The list of selection procedures for which reserve lists have been established is accessible on Europol's website.

Candidates who attend the selection procedure will be informed of the outcome and/or whether they have been placed on the reserve list.

## COMPENSATION, TERMS AND CONDITIONS

### Compensation and benefits

#### Scale: AD9

The basic monthly salary is EUR 9,789.10 (step 1) or EUR 10,200.45 (step 2).

The step in grade is determined on the basis of professional experience gained after the education required for the position and in line with applicable implementing rules.

Staff pay EU tax at source but salaries are exempt from national taxes. Compulsory deductions are made for medical insurance, pension and unemployment insurance.

Subject to the applicable conditions being met, as defined in the EU Staff Regulations (EUSR)/CEOS and further specified in the case law of the Court of Justice of the European Union, allowances such as expatriation allowance (16% of basic gross salary) or foreign residence allowance (4% of basic gross salary), household allowance, dependent child and / or education allowance may be granted.

Staff enjoy worldwide insurance coverage by the Joint Sickness Insurance Scheme (JSIS) and are insured against sickness, the risk of occupational disease and accident.

Europol offers flexible working arrangements, a comprehensive provision for annual leave as well as parental leave supporting a healthy work-life balance.

#### Indicative net salary sample calculation AD9/1:

a) Staff member (single) in receipt of expatriation allowance (16%): **EUR 9,675.42**

b) Staff member with two dependent children in their custody in receipt of expatriation allowance (16%): **EUR 12,097.31**

The above information is indicative and for information purposes only. It is merely meant to give an indication of your possible net salary in light of the currently applicable amounts of the

related allowances and the level of taxation. It has no legal value and no rights can be derived from it.

The information is based on figures applicable as of **July 2024**.

## **Terms and conditions**

### **Contract of employment**

The successful candidate will be recruited in the type of post **Head of Unit or equivalent**, grade **AD9** pursuant to Article 2(f) CEOS and Annex I EUSR.

The initial contract will be concluded for a period of 5 years (full-time – 40 hours a week). The contract may be renewed only once, in principle, for a period of 5 years.

The overall duration of the contracts on restricted posts of Europol staff members will be taken into account if they are successful in the selection procedure.

### **Conditions of engagement**

Before the employment contract is concluded by Europol, the successful candidate will have to:

declare any conflict of interest;

undergo a pre-employment medical examination to confirm that he/she is physically fit to perform the duties pertaining to the post or, alternatively, receive the confirmation from Europol that he/she fulfils the conditions laid down in the Decision of the Deputy Executive Director of the Capabilities Directorate on the pre-employment medical examination available on [www.europol.europa.eu](http://www.europol.europa.eu);

in case of candidates for restricted posts (including restricted - Annex II posts) who had indicated membership of a competent authority in one of the Member States, provide confirmation of his/her membership of a competent authority in one of the Member States within the meaning of the Article 2(a) of the Europol Regulation.

The place of employment will be The Hague, The Netherlands.

For further information on terms and conditions, please consult the EUSR/CEOS available on [www.europol.europa.eu](http://www.europol.europa.eu).

### **Probation period**

Engagement for this post is subject to the successful completion of a probationary period of 9 months.

Europol reserves the right to terminate the contract of employment during or at the end of the probation period in accordance with Article 14 of CEOS.

### **Trial period**

All newly appointed heads of unit shall serve a management trial period of nine months as a 'probationer head of unit', unless they have already successfully passed such a management trial period in a previous function in the EU institutions as referred to in Article 1(a), paragraph 2, of the EUSR.

This trial period shall provide a formal opportunity to make a definite judgement as to whether the temporary staff has the necessary managerial ability and can remain in this function.

### **Security screening and certificate of good conduct**

Candidates who have been recruited to a post at Europol are required to furnish a valid certificate of good conduct before the start of their employment. The certificate of good conduct must be provided to Europol prior to the signature of the employment contract. The certificate of good conduct must be issued by the relevant authorities of the country of nationality of the candidate and must not be older than three months at the time of submission to Europol. Europol reserves the right not to proceed with the signature of the contract based on the content of the certificate or if the candidate fails to provide the certificate to Europol.

The certificate of good conduct does not substitute a valid security clearance required for all Europol staff at the level indicated in the vacancy notice. Failure to obtain the requisite security clearance before the expiration of the probationary period may be cause for termination of the employment contract.

Candidates who currently hold a valid security clearance at the level indicated in the vacancy notice or above do not need to obtain a certificate of good conduct or a new security clearance and must provide a copy of the current security clearance certificate to Europol prior to the signature of the employment contract. Europol shall verify and confirm the continued validity of the security clearance. In case Europol determines that the security clearance is not valid, the candidate will be required to provide a valid certificate of good conduct prior to the signature of the employment contract. Europol may at any time terminate the employment contract if the result of the security screening is not positive and the necessary clearance level is not granted or extended.

The requested level of security clearance for this post is: **SECRET UE/EU SECRET**.

## **ADDITIONAL INFORMATION**

### **General provisions**

The work and deliberations of the Pre-Selection and Interview Panels are confidential. It is forbidden for candidates to make direct or indirect contact with the members of the Panels or for anyone to do so on their behalf.

All enquiries related to a selection procedure should be addressed to the Europol HR Operational Support Team at the following email address: C2-12@europol.europa.eu. Detailed information on the selection procedure- including enquiries, measures of redress and their applicable deadlines is available in the Europol Recruitment Guidelines, which can be found on Europol's website.

## **ADDITIONAL INFORMATION**

## **Equal opportunity**

Europol is an equal opportunity employer. Europol accepts applications without distinction on grounds of gender, sexual orientation, national, ethnic or social origin, religion or beliefs, family situation, age, disability, or other non-merit factors. All employment decisions are based on business needs, job requirements and qualifications, experience and skills. Europol lives diversity and provides an inclusive work environment to all. Europol strives to recruit, develop and retain a diverse and talented workforce through application of equal opportunity and impartiality.

## **Privacy Notice**

Regulation (EU) 2018/1725 of the European Parliament and of the Council of 23 October 2018 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, and repealing Regulation (EC) No 45/2001 and Decision No 1247/2002/EC, applies to the processing of personal data carried out in the process of selection and recruitment of staff at Europol, following the application of this Regulation to all administrative personal data held by Europol in accordance with Article 46 of the Europol Regulation. For additional information, please consult the applicable privacy notice available on Europol's website, also inserted in the EUROPOL RECRUITMENT GUIDELINES.

## **Statutory obligations upon leaving the service**

Pursuant to Article 16 of the EUSR, EU officials and, by analogy, temporary agents, continue to be bound by the duty to behave with integrity and discretion as regards the acceptance of certain appointments or benefits after leaving the service. Those staff members intending to engage in an occupational activity within two years of leaving the service shall inform their institution, so that it may take an appropriate decision in that respect. In cases where the intended activity is related to the work carried out by the staff member during the last three years of service and could lead to a conflict with the legitimate interests of the institution, the decision to be taken may include forbidding the staff member from undertaking it or giving its approval subject to any conditions it thinks fit.

## **MAIN DATES**

Publication date: **16 April 2025**  
Deadline for application: **14 May 2025 23:59 CET**  
Recruitment procedure: **May – July 2025**

## **Application process and selection procedure**

For further details on the application process and the selection procedure, please consult our FAQs or refer to the EUROPOL RECRUITMENT GUIDELINES available on Europol's website.

## **Contact details**

For further details on the application process please call +31(0)70 353 1387 or +31(0)70 302 5276.