



EUROPEAN COMMISSION

Job Description Form

Job description version6 (*Approved*)
Job description version 192512 in *NEAR.C.2*
Valid from 16/09/2024 until

Job Holder

Name

Job Profile

Position

CONTRACT AGENT FGII

Job title

Administrative Agent - to the Head of Unit, Deputy Head of Unit and the team

Domains

Generic domain

INTERNATIONAL RELATIONS (generic)

Intermediate domain

EXTERNAL RELATIONS

Specific domain

EU NEIGHBOURHOOD

Sensitive job

No

Overall purpose

Provide administrative secretarial support and document management services to the Head of Unit, Deputy Head of Unit and the rest of the team.

Legal disclaimer

Functions and duties

+ OPERATIONAL and ADMINISTRATIVE SUPPORT and RESOURCES

- *Keep and manage planning of the Head of Unit and Deputy Head of Unit agenda, prepare files for meetings*
- *Respond to general inquiries; ensure dispatch of incoming requests/tasks via Ares and the Unit functional mailbox, and keep track of deadlines. Manage communication flows from/to the functional Unit mailbox*
- *Dispatch and follow-up inter-service consultations, including replying in DECIDE*
- *Manage procedures related to missions (MIPS)*
- *Act as back-up of the Assistant in charge of HR issues (recruitment processes, JDs, ..)*
- *Maintain the coordination within DG NEAR and other stakeholders.*

+ INFORMATION and DOCUMENT MANAGEMENT

- *Register and assign incoming correspondence in Ares; finalise and dispatch outgoing correspondence; monitor and ensure follow-up and respect of deadlines by colleagues*
- *Maintain the ARES filing system, ensure proper filing and retrieve documents; manage the electronic and paper archive according to E-Domec rules*
- *Manage the incoming correspondence, finalize and transmit outgoing correspondence, prepare documents for transmission*
- *Access to documents (Gestdem) correspondent of the Unit may be also assigned*
- *Contribute in the organization of the Units' collaborative space (Teams, share drive, SharePoint).*

+ OPERATIONAL and ADMINISTRATIVE SUPPORT and RESOURCES

- *Provide administration support for the organization of internal and external meetings, workshops, conferences and public events*
- *Ensure checking/sending invitations and agenda, and follow-up requests for information*
- *Request, coordinate and compile files for the meetings of the Head of Unit and Deputy Head of Unit*
- *Organize office moves; request and provide office supplies*
- *Organize the arrival of newcomers in the Unit*
- *Provide first IT support to the Unit/IT correspondent of the Unit.*

+ INTERNAL MANAGEMENT and COORDINATION (DG/Service/Company)

- *Coordinate and contribute to good communication within the Service, the Directorate General as well as with outside services such as other DGs, the EEAS, EU Delegations and the Cabinet*
- *Perform various other secretarial and administrative tasks assigned by the Unit's management*
- *Provide back-up to the Director's secretariat as required.*
- *Contribute to various tasks and projects in line with the needs of the unit, the directorate or the DG, as guided by the DG's political priorities.*

Job requirements

Experience"

+ ADMINISTRATIVE ASSISTANCE

Job-Related experience:at least 2 years

Qualifier:essential

Languages

	Listening	Reading	Spoken interaction	Spoken production	Writing
English	C1	C1	C1	C1	C1
French	B2	B2	B2	B2	B2

Knowledge

- **COMMUNICATION and PUBLICATION**
MISSIONS, MEETINGS and VISITS (incl Protocol Service)
Missions, seminars, meetings (budgetary aspects)
- **IT TOOLS for SPECIFIC APPLICATION AREAS**
IT tools for OFFICE AUTOMATION
Word
IT tools and systems for HRM
MIPS (Missions Integrated Processing System)
Sysper2: Time Management / FlexiTime
IT tools and systems for TRANSLATION SUPPORT
IT tools and systems for ARCHIVES, MAIL and DOCUMENT MANAGEMENT
Ares
IT tools for (INFO)GRAPHICS
Page-layout tools
- **INTERNAL MANAGEMENT and COORDINATION (DG/Service/Company)**
Organisation chart, missions and mandates

Competences

- **Analysing and Problem Solving**
Numeracy
- **Communicating**
Ability to understand and be understood
Drafting skills
- **Delivering Quality and Results**
Ability to work in a proactive and autonomous way
Client orientation
- **Prioritising and Organising**
Capacity to deliver in a structured way
Planning capacity
- **Resilience**
Perseverance
- **Working with Others**
Confidentiality
Knowledge sharing
Sociability skills
- **Leadership**
An awareness of and attentiveness to individual differences

Job Environment

Organisational entity

Presentation of the entity:

Job related issues

- Atypical working hours
- Specialised Job

Missions

- Frequent, i.e. 2 or more missions / month
- Long duration, i.e. missions lasting more than a week

Comments:

Balanced team with 25-28 people

Workplace, health & safety related issues

- Noisy environment
- Physical effort / materials handling
- Work with chemicals / biological materials
- Radioprotection area
- Use of personal protective equipment
- Other

Comments:

Other

Comments: