



EUROPEAN COMMISSION

Job Description Form

Job description version3 (*Active*)
Job description 352842 in *INTPA.G.4*
Valid from 06/03/2023

Job Holder

Name

Job Profile

Position

CONTRACT AGENT FGII

Job title

Administrative Agent

Domains

Generic domain

INTERNATIONAL COOPERATION and DEVELOPMENT

Intermediate domain

OPERATIONAL and ADMINISTRATIVE SUPPORT and RESOURCES

Specific domain

ORGANISATION and ADMINISTRATION of SUPPORT OFFICES

Sensitive job

No

Overall purpose

Provide administrative support to the Unit in the coordination of the service's activities, in particular with the application of internal procedures, communication actions, information and document management, organization of meetings, administrative follow-up and the logistical needs, in particular of the inequalities and social protection team.

Legal disclaimer

Please note that as per article 80 of the Conditions of Employment of other Servants of the European Union the work of all Function Groups of Contract Agents should take place under the supervision of an official or a temporary agent.

Functions and duties

+ OPERATIONAL and ADMINISTRATIVE SUPPORT and RESOURCES

- Provide clerical and secretarial services.
- Co-ordinate the preparation of meetings, workshops, seminars and other events.
- Provide administrative support to recruitment of statutory and non-statutory staff.
- Provide administrative support to recruitment of statutory and non-statutory staff.
- Answer, filter and transfer telephone calls and give general information to callers.

+ OPERATIONAL and ADMINISTRATIVE SUPPORT and RESOURCES

- Contribute to archiving correspondence (including registering in Ares) and to storing, reproducing, translating, circulating and / or retrieving documents.
- Draft, type, handle the layout and check quality of documents using Legiswrite, Eurolook, Excel and / or PowerPoint.
- Assist in handling missions, holidays, leave and absence records.
- Prepare missions, holidays, leave and absence records and similar personnel administration formalities for the officers in the group.
- Follow up administrative arrangements relating to the recruitment and arrival of new officials.
- Provide administrative and logistic support to internal and external networks of information correspondents.

+ OPERATIONAL and ADMINISTRATIVE SUPPORT and RESOURCES

- reception and information to visitors
- Ensure follow-up and respect of deadlines in the group activities.
- Provide administrative and logistical support for the organisation of internal and external events such as meetings, workshops, conferences and public events.

+ COMMUNICATION and PUBLICATION

- Organise workshops, prepare seminars and conferences.
- Manage the preparation of materials for the media in cooperation with the thematically concerned units.
- Facilitate internal communication within the unit as well as outside the service.

+ HUMAN RESOURCES MANAGEMENT

- Co-ordinate and supervise recruitment of statutory and non-statutory staff.
- Organise induction of new colleagues.
- Support activities for individual and team competence development.

Job requirements

Experience"

+ SECRETARIAL SUPPORT

Job-Related experience: at least 2 years

Qualifier: an advantage

Languages

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

Knowledge

- **OPERATIONAL and ADMINISTRATIVE SUPPORT and RESOURCES**
 - *Administration*
 - *Administrative support*
- **INFORMATION and DOCUMENT MANAGEMENT**
 - **DOCUMENT MANAGEMENT**
 - *Internal procedures concerning the circulation of documents*
 - **MAIL HANDLING**
 - *Mail processing and distribution*
- **COMMUNICATION and PUBLICATION**
 - **THEORY, PRACTICE, and DEVELOPMENT of COMMUNICATION**
 - *Communication and information strategy*
 - **MISSIONS, MEETINGS and VISITS (incl Protocol Service)**
 - *Meetings logistics*
- **IT TOOLS for SPECIFIC APPLICATION AREAS**
 - **IT tools for OFFICE AUTOMATION**
 - *Eurolook*
 - *Excel*
 - *Outlook*
 - *Powerpoint*
 - *Word*
 - **IT tools and systems for TRANSLATION SUPPORT**
 - **IT tools and systems for ARCHIVES, MAIL and DOCUMENT MANAGEMENT**
 - *Ares*
 - **IT tools and systems for COMMUNICATION and PUBLICATION**
 - *Intranet*
- **INSTITUTION-LEVEL COORDINATION and CONSULTATION**
 - **INTER-SERVICE COORDINATION and CONSULTATION**
 - *Inter-service consultations and their procedures*
- **REPRESENTATION and NEGOTIATION**
 - **INSTITUTION REPRESENTATION and NEGOTIATION**
 - *Rules, procedures and protocol relating to seminars, meetings, conferences, market prospecting*

Competences

- *Analysing and Problem Solving*
 - *Capacity to analyse and structure information*
- *Communicating*
 - *Ability to communicate in meetings*
 - *Ability to understand and be understood*
 - *Drafting skills*
- *Delivering Quality and Results*
 - *Ability to identify user's needs*
 - *Ability to work in a proactive and autonomous way*
 - *Capacity to act upon problems*
 - *Conscientiousness*
 - *Eye for detail / Accuracy*
 - *Quality & process management abilities*
- *Learning and Development*
 - *Flexibility (openness towards new demands, etc.)*
- *Prioritising and Organising*
 - *Capacity to deliver in a structured way*
 - *Coordination skills*
 - *Planning capacity*
- *Resilience*
 - *Perseverance*
 - *Stress resistance*
- *Working with Others*
 - *Ability to work in a team*
 - *Confidentiality*
 - *Knowledge sharing*

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:

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: