



## EUROPEAN COMMISSION

### Job Description Form

Job description version2 (*Active*)  
Job description version448268 in *NEAR.A.3*  
Valid from11/07/2024until

#### Job Holder

**Name**

#### Job Profile

**Position**

CONTRACT AGENT FGII

**Job title**

Administrative Agent

**Domains**

**Generic domain**

EXTERNAL RELATIONS

**Intermediate domain**

**Specific domain**

**Sensitive job**

No

**Overall purpose**

Provide administrative secretarial support, document management services and human resources support to the Unit and to the Directorate as needed

**Legal disclaimer**

## Functions and duties

### + OPERATIONAL and ADMINISTRATIVE SUPPORT and RESOURCES

- Provide assistance by maintaining the diary, answering the telephone, filtering calls and taking messages, responding to general inquiries and managing the e-mail exchange and calendar.
- Respond to general inquiries; manage communication flows from/to the functional e-mail address of the Unit and the Directorate.
- Register and assign incoming correspondence; finalise and dispatch outgoing correspondence; monitor and ensure follow-up and respect of deadlines by colleagues and contribute to administrative quality checks on files for signature and respect of templates.
- Maintain the ARES filing system, ensure proper filing and retrieve documents; manage the electronic and paper archive according to E-Domec rules.
- Manage information and procedures on missions and cost declarations for the team.
- Manage the human resources portfolio at the level of the Directorate (monitoring recruitment files/contract extensions)

### + INFORMATION and DOCUMENT MANAGEMENT

- Provide support for the organisation of meetings, including reservation of rooms, catering, interpretation facilities, protocol, media presence and security arrangements.
- Ensure checking/sending invitations and agenda and follow-up requests for information.

### + 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 and the Cabinet
- Perform various other secretarial and administrative tasks as deemed necessary
- Ensure back up of the other assistant as necessary
- Provide first IT support to the Unit/IT correspondent of the Unit together with the other assistant
- Provide introductory trainings on in house Commission Tools to newcomers (ARES, SYSPER, MiPS, etc.)

### + OPERATIONAL and ADMINISTRATIVE SUPPORT and RESOURCES

- Provide administrative assistance with job descriptions, appraisal reports and / or training plans.
- Manage information and procedures on holidays, leave and absence records and similar personnel administration formalities for the HoU and the team.

## Job requirements

### Experience"

#### + ORGANISATION and ADMINISTRATION of SUPPORT OFFICES

Job-Related experience: at least 1 year

Qualifier: desirable

### 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*  
*Outlook*  
*IT tools and systems for HRM*  
*MIPS (Missions Integrated Processing System)*  
*Sysper2: Time Management / FlexiTime*  
*IT tools and systems for ARCHIVES, MAIL and DOCUMENT MANAGEMENT*  
*Ares*  
*IT tools and systems for COMMUNICATION and PUBLICATION*  
*EU institutions databases & websites*  
*Intranet*  
*IT tools for WEB SYSTEMS and APPLICATIONS*
- **INSTITUTION STRUCTURES and ORGANISATIONAL DEVELOPMENT**  
*EU INSTITUTIONS, incl STRUCTURES and FUNCTIONS*  
*Commission services and their structure*

## **Competences**

- *Communicating*  
*Ability to understand and be understood*
- *Delivering Quality and Results*  
*Ability to work in a proactive and autonomous way*  
*Conscientiousness*
- *Prioritising and Organising*  
*Capacity to deliver in a structured way*  
*Planning capacity*
- *Working with Others*  
*Ability to work in a team*  
*Confidentiality*  
*Sociability skills*

## **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:

Presentation of the entity: The mission of Directorate A is to provide thematic support to all geographical and horizontal units in DG NEAR and to ensure that the policy-related activities of DG NEAR are formulated and implemented in a coherent and evidence-based manner. The Directorate ensures appropriate communication and ensures visibility of NEAR policies to internal and external stakeholders; co-ordinates inter-service and inter-institutional relations with the European Parliament, Economic and Social Committee and Committee of the Regions; and coordinates programming, implementation, monitoring and evaluation of EU financial assistance to the NEAR regions, in particular through the Instrument of Pre-Accession III and Neighbourhood, Development and International Cooperation Instrument - Global Europe. The Directorate acts as the focal point for relations with the International Financial Institutions and provides expertise to DG NEAR on the use of financial instruments, including EU blending and EU budgetary guarantees in the framework of the European Fund for Sustainable Development Plus (EFSD+). Directorate A is responsible for two thematic support units covering the following areas: Rule of Law/Security and Governance; and Economic Development, Connectivity and Environment. In addition, Directorate A is managing a shared liaison unit with DG INTPA on investments' risk management. Unit A3 is responsible for the coordination and provision of thematic expertise and support to all geographical and horizontal Units in DG NEAR in the areas of economic development (including macroeconomics, trade, competitiveness, private sector development, human capital development and health), and connectivity (including environment and climate change, energy, transport and digital). The unit will in particular be responsible for the policy design for the DG based on evidence and for providing advice on the identification, formulation and implementation of programming of bilateral, regional or thematic financial assistance related to the topics of its competence including acting as focal point in the DG in the areas of its competence, representing the DG at relevant Inter-service Groups and meetings & events. The unit will contribute to the elaboration of the thematic components of the EIP under the competence of the respective geographic Directorate, which will lead the coordination of the EIP..