

VACANCY NOTICE TO CONSTITUTE A RESERVE LIST

Job title	Administrative Assistant (M/F)
Function group/grade	AST 3
Type of contract	Temporary Agent
Reference	VEXT/18/316/AST 3/Administrative Assistant
Deadline for applications	24/04/2018 24:00 Alicante time (CET)
Place of employment	Alicante, SPAIN
Reserve list (RL) valid until	31/12/2019
Number of candidates on RL	30

The European Union Intellectual Property Office (EUIPO) is organizing a selection procedure in order to constitute a reserve list of successful candidates.

Number of successful candidates sought:

- General administrative support: 14
- Human resources: 10
- Communication: 6

This notice covers three areas. **You may only apply to one area.** You must indicate your choice when you apply online. **Observation:** Clearly indicate in your CV the area in which you have acquired your professional experience.

1. DUTIES

Administrative assistants play an important role in the internal management of EUIPO, notably in personnel management, budgetary and financial affairs and communications. The successful candidates will be expected to carry out administrative tasks, requiring a certain degree of autonomy, as appropriate, within one of the following areas in any of the Departments of the Office:

General administrative support such as:

- Provide general administrative support to the manager and/or staff of the relevant department/service including, where required, the management of agendas and calendars, while ensuring that all members are fully aware of activities, meetings and appointments;
- Provide assistance and guidance to the team and coordinate activities as necessary;
- Provide administrative and logistic assistance for the organisation of conferences, events/projects as well as meetings, including where appropriate, of a sensitive and confidential nature;

- Provide support in the organisation of IP and non IP training courses and knowledge management;
- Prepare minutes of meetings and presentations;
- Draft notes, edit and format electronic documents, including revision of texts and online tools;
- Provide support with the organisation of business trips and the handling of reimbursement claims;
- Organise and maintain an up-to-date, efficient filing system (electronic and hard copy);
- Deal with incoming and outgoing correspondence, handle telephone calls,;
- Provide support in ensuring the compliance of all quality and data protection requirements. Identify areas in current administrative processes for improvement, participate in internal networks and quality control programmes to improve overall service delivery

Human resources such as:

- Deal with administrative matters relating to the working relationship between EUIPO and its staff;
- Deal with administrative matters relating to individual rights and benefits and working conditions;
- Process and validate payments and reimbursements;
- Provide support relating to performance management and development of staff;
- Organisation of external selection procedures, internal vacancies, interviews and recruitment;
- Provide assistance with the management of HR policies (preparation of briefings, implementation of HR processes/services, drafting documents);
- Preparation of HR statistics/reports.

Communication: Support activities in the framework of the communication strategy of the Office, in particular in areas such as:

- Relations with the press and communication agencies;
- Provision of content development (substance and aspect) for online and printed communications materials;
- Draft articles, notes/reports on communication issues;
- Organisation of corporate events/meetings;
- Contribution to content and design issues related to the official website and the internal website;
- Provide content for social media channels and management of social media and online communication platforms;
- Provide assistance with audio visual tasks, including video recording, audio recording, photography and webcasting.

Duties applicable to all staff:

- Actively work towards the achievement of the goals of the EUIPO in accordance with the Strategic Plan;
- Perform any other work-related duties and responsibilities that may be assigned by the line manager.

2. ELIGIBILITY CRITERIA

To be admissible for this selection, candidates **must** fulfill **all** the following conditions by the deadline for submission of applications:

General conditions¹

- Be a national of one of the Member States of the European Union;
- Enjoy full rights as a citizen;
- Have fulfilled any obligations imposed by the laws concerning military service;
- Meet the character requirements as to suitability for the performance of the duties involved;
- Be physically fit to perform the duties.

Education

- Have a level of **post-secondary education** attested by a diploma,

OR
- Have a level of **secondary education** attested by a diploma giving access to post-secondary education, **and** appropriate **professional experience of at least three years**.

Professional experience²

- Have a minimum of **3 years of full-time relevant professional experience** in relation with and at the level of the tasks in one of the areas described under “Duties”.

Language skills

- Have a **thorough knowledge of English** (minimum level **C1**) – Language 1;
- Have a **good knowledge of one of the official languages of the EU** (minimum level **B2**) – Language 2³;

The levels indicated correspond to the Common European Framework of Reference for Languages.

Computer skills

Advanced computer literacy is compulsory. Candidates must have extensive professional experience with computer applications such as MS Office package or similar (mainly Excel, Word, PowerPoint, Outlook), databases and Internet research.

3. SELECTION CRITERIA

In order to select the best qualified candidates for the interview and test phase and the successful candidates to be placed on the reserve list following the results obtained in the interview and test phase, the Office will use the following criteria:

¹ See Article 12 of the Conditions of Employment of Other Servants of the European Union

² Professional experience is counted from the date of obtaining the relevant diploma giving access to the function group.
In case of having a secondary education, the minimum number of years of professional experience required is 6.

³ This language needs to be different from Language 1.

- Working experience in an international environment, preferably within the EU Institutions or a European Agency.
- Specific professional experience in one of the following areas:
 - Administrative support,
 - Human resources,
 - Communication.
- Basic knowledge of the legal framework of the Office: Staff Regulations of Officials of the European Union and Conditions of Employment of the other Servants of the European Union and/or the Financial Regulation.
- For the Human Resources area, the following will be considered an advantage:
 - Additional studies, diplomas, professional qualifications or training related to HR (such as Entitlements).
 - A diploma in the field of social work.
- For the Communications area, knowledge of and/or practical experience with computer applications related to the field of expertise, such as Adobe CC 2017 (InDesign, Illustrator, AfterEffects, Premiere), Dreamweaver, Adobe Acrobat Professional, Joomla, Drupal and Liferay will be considered an advantage.
- Good knowledge of another official language of the Office (German, French, Spanish or Italian) different from Language 1 and 2 (minimum level B2).

In addition to the above criteria, candidates invited to the interview and test phase will also be assessed against the following requirements:

Competencies

In particular:

- **Communication:** communicate clearly and precisely both orally and in writing;
- **Analysis and Problem-solving:** ability to identify the critical facts in complex issues and develop creative and practical solutions;
- **Working with Others:** work cooperatively with others in teams and across organisational boundaries and respect differences between people;
- **Learning and Development:** develop and improve personal skills and knowledge of the organisation and its environment;
- **Prioritisation and Organisation:** ability to prioritise the most important tasks, work flexibly and organise own and others' workload efficiently;
- **Quality and Results:** take personal responsibility and initiative for delivering work to a high standard quality within set procedures; show clear customer orientation (internal and external);
- **Resilience:** remain effective under work pressure, be flexible and adapt to a changing work environment.

4. INTERVIEWS AND TESTS

Pre-selection

Admissible candidates whose applications rank among the best qualified in accordance with the selection criteria detailed under point 4, may be contacted in order to verify their language skills (in particular, spoken production in English), as well as to prove their professional experience and/or other skills, knowledge and competencies. This pre-selection contact does not entitle candidates to be invited for interview: it is a step in selecting the most suitable candidates to be invited for interview.

Interview

Interviews will take place in Alicante and, given the nature of the job, will be carried out in English. Other relevant languages as declared in the candidate's application/CV may be assessed in accordance with the levels indicated in this vacancy notice.

The interview will test the candidate's knowledge of matters relating to the duties to be performed (technical knowledge and behavioral competencies), activities of the Office, knowledge of the EU, suitability to perform the tasks to be accomplished and suitability to work in an international environment.

Test(s)

One or several tests will complete the assessment of one or several of the above aspects. Candidates called for the interview and test phase will receive detailed information with the invitation.

5. GENERAL INFORMATION

For general information on selection and recruitment procedures at the EUIPO, please refer to the following [link](#).

6. HOW TO APPLY

To apply please click on this [link](#).

All the documents included as links or made reference to within the context of this notice are considered to be part of the present vacancy notice.

Important:

Candidates should note that the information provided in their application/CV/profile constitutes a basis for appreciation of the eligibility and selection criteria. Therefore, they are invited to read carefully the requirements and to provide the relevant information in such detail that it allows this appreciation. Particular attention should be paid to information on their education and professional experience, in particular exact dates, description of responsibilities, duties performed and tools used.

** If there are discrepancies between the different linguistic versions, the English one should be taken as the correct version*