



Vacancy for a post of Quality Management Officer (Temporary Agent, AD 5) in the European Asylum Support Office (EASO)

REF.: EASO/2017/TA/028

Publication	External
Title of function	Quality Management Officer

1. WE ARE

The European Asylum Support Office (hereinafter referred to as "EASO"), established by Regulation 439/2010¹, strengthens European Union (EU) Member States' practical cooperation on asylum, enhances the implementation of the Common European Asylum System (CEAS) and supports Member States whose asylum and reception systems are under particular pressure.

Specifically, EASO focuses on three main tasks:

1. Supporting practical cooperation among Member States on asylum mainly through training, quality activities, country of origin information (COI), statistics and analysis, specialized expert networks, practical cooperation workshops, thematic support on unaccompanied minors, trafficking in human beings and gender;
2. Supporting Member States under particular pressure through emergency support, including the deployment of asylum support teams to assist EU Member States in managing asylum applications and in putting in place appropriate reception facilities;
3. Contributing to the implementation of the CEAS by collecting and exchanging information on best practices, drawing up an annual report on the asylum situation in the EU covering the whole asylum procedure in EU Member States and adopting technical documents, on the implementation of the new EU asylum acquis.

The headquarters of EASO are located at the Valletta Harbour (Malta).

2. WE PROPOSE

The Quality Management Officer will be working in the Executive Support Office (EXO) and will be responsible for the following tasks:

1. Support the Senior Quality Manager in designing and implementing a Quality Management System in line with EASO's founding regulation, financial regulation, staff regulation and other relevant legal and management documents, based on the Plan/Do/Check/Act Cycle;

¹ Regulation (EU) No 439/2010 of the European Parliament and of the Council of 19 May 2010 (OJ L 132, 25.5.2010, p.11).



2. Ensure the Quality Management System is highly credible, designed in accordance with international recognised standards and in line with the approved Internal Control Standards;
3. Support the drafting and implementing of governance and decision making documents (Standard Operating Procedures and Working Instructions);
4. Develop and deliver Communications to inform all staff on issues related to Quality Management;
5. Support the Senior Quality Manager in all areas related to the preparation of audits carried out by the European Court of Auditors and the Commission's Internal Audit Services, facilitating their visits and drafting adequate and timely comments of the agency to the different audit reports;
6. Support the drafting, follow up and reporting on the implementation of audit action plans with the respective managers;
7. Support the preparation, organisation and reporting on the annual risk management exercise of the agency.

3. WE LOOK FOR

A) Eligibility criteria

Candidates will be considered eligible for selection on the basis of the following formal criteria to be fulfilled by the deadline for applications:

1. Have a level of education which corresponds to completed university studies of at least 4 years attested by a diploma² or
a level of education which corresponds to completed university studies of at least 3 years attested by a diploma, and after having obtained the diploma, appropriate professional experience of 1 year;
2. Be nationals of one of the Member States of the European Union, Norway or Switzerland;
3. Be entitled to their full rights as citizens;
4. Have fulfilled any obligations imposed on them by the laws on military service;
5. Possess a thorough knowledge of one of the official EU languages and a satisfactory knowledge of another of these languages to the extent necessary for the performance of the duties pertaining to the post;

² Only diplomas issued by EU Member State authorities and diplomas recognized as equivalent by the relevant EU Member State bodies are accepted. If the main studies took place outside the European Union, the candidate's qualification must have been recognized by a body delegated officially for the purpose by one of the European Union Member States (such as a national Ministry of Education) and a document attesting so must be submitted if you have been invited for an interview. This will enable the selection board to assess accurately the level of the qualifications.

6. Meet the character requirements for the duties involved³;
7. Be physically fit to perform the duties linked to the post⁴.

B) Selection criteria

If the eligibility criteria set out in section A) *Eligibility criteria* are met, the candidates' applications will be evaluated on the basis of the selection criteria below. The most suitable candidates will be invited to an interview.

Essential

1. At least 2 years' proven professional experience in designing or implementing a classic Quality Management System based on the PDCA Cycle;
2. Proven professional experience in drafting governance and decision making documents (Standard Operating Procedures or Working Instructions);
3. Proven knowledge in audits, follow up of audit reports, implementation of improvement actions;
4. Proven professional experience in internal communication or internal trainings on Quality Management Topics.

Advantageous

1. Proven professional experience in working in an international and/or multicultural environment;
2. Proven professional experience in a European institution, agency or body in a position relevant to the duties and responsibilities of this post;
3. Proven professional experience in working in ISO 9001:2015 certified systems.

Evaluation during interviewing process

Candidates invited to the interviewing process (interview and written test) will be assessed on the following criteria that are essential to the post:

1. Excellent written and oral command of English;
2. The ability to use electronic office equipment and applications (word processing, spread sheets, presentations, electronic communication, internet, etc.)

³ Before the appointment, the successful candidate shall be asked to provide an extract from their police file.

⁴ Before the appointment, a successful candidate shall be medically examined by one of the institutions' medical officers in order that EASO may be satisfied that he/she fulfils the requirement of article 28(e) of the Staff Regulations of the Officials of the European Communities.

During the interviewing process candidates may also be assessed on the basis of the following criteria:

1. Excellent planning and organisational skills and the ability to prioritise work and deliver under pressure;
2. Ability to work under pressure and tight deadlines, to respond to changes in a rapidly evolving work environment, to make sound decisions, to prioritize and work under minimal supervision while working on multiple tasks or projects;
3. Ability to work effectively in a multidisciplinary team in a multicultural and multilingual environment;
4. Knowledge of the mission and organisation of EASO.

4. SELECTION AND APPOINTMENT

The Regulation which provides the legal basis for EASO was adopted in May 2010 (Official Journal of the European Union L 132 of 29.5.2010).

Eligibility of candidates will be assessed by a Selection Committee according to compliance with all eligibility criteria by the closing date for the submission of applications.

The applications of the eligible candidates will also be assessed against the selection criteria. Following this assessment, the best ranking candidates may be invited for a written competency test and an interview, which will be held for the most part in English.

The interview will consist of the following components:

- General aptitude and language abilities to the extent necessary for the performance of their duties in accordance with Article 12.2(e) of the Conditions of Employment of other Servants of the European Communities (CEOS);
- Specific competences with reference to the applicants' profiles in line with the selection criteria of the present Vacancy Notice.

Candidates invited to an interview will be required to bring with them originals and copies of the documents listed below:

- A document proving their citizenship (e.g. passport);
- Certificates attesting their educational and professional qualifications, in particular those giving access to the profile in question;
- Documentary evidence of their professional experience after the date on which the candidate obtained the qualification giving access to the profile in question, clearly indicating the starting and finishing dates, whether full or part time, and the nature of the duties carried out.

The Selection Committee will propose a shortlist of successful candidates to the Appointing Authority, who will decide on the appointment of the successful candidate and the establishment of a reserve list



for the post advertised. Candidates shall note that inclusion on the reserve list does not guarantee recruitment. Recruitment will be based on availability of posts and budget.

The reserve list for this post will be valid until 31 December 2018 and may be extended at the discretion of the Appointing Authority.

Prior to contract signature, the successful candidate will be asked to undergo a compulsory medical examination by one of the institutions' medical officers in order that EASO may be satisfied that he/she fulfils the requirement of Article 28(e) of the Staff Regulations of the Officials of the European Communities.

5. EQUAL OPPORTUNITIES

EASO applies an equal opportunities policy and accepts applications without distinction on the grounds of sex, race, colour, ethnic or social origin, genetic features, language, religion, political or any other opinion, membership of a national minority, property, birth, disability, age or sexual orientation.

6. CONDITIONS OF EMPLOYMENT

The Temporary Agent will be appointed by the Executive Director, upon recommendation of the Selection Committee, following the selection procedure.

He/she will be recruited as a temporary agent pursuant to Article 2(f) of the CEOS for a period of **5 years** which may be renewed. The temporary agent post in question will be placed in group AD 5. Successful candidates who are recruited will undergo an initial probation period of nine months.

The pay for a **Temporary Agent, AD 5 (step 1)** consists of a **basic salary of 4637,77€** weighted by the correction coefficient (for Malta currently 85.70%) supplemented with various allowances, including family allowances. The salaries of staff members are subject to a Community tax deducted at source. Staff members are exempt from national tax on salary and are members of the Community social security and pension schemes.

For further information on working conditions of temporary staff please refer to CEOS: <http://eur-lex.europa.eu/LexUriServ/LexUriServ.do?uri=CONSLEG:1962R0031:20140101:EN:PDF>

The place of employment is **Valletta Harbour (Malta)**.

7. APPLICATION PROCEDURE

For applications to be valid, candidates shall apply electronically via the EASO Website, in the section called Vacancies. They should enter the EASO application tool, create their profile and fill in all the required fields before submitting their application.

The system will not allow to submit any application after the date and time mentioned below.

Incomplete applications will be disqualified and treated as non-eligible.

Please note that the selection process may take several months.



In order to facilitate the selection process, all correspondence to candidates concerning this vacancy will be in English.

Under no circumstances should candidates approach the Selection Committee, directly or indirectly, concerning this recruitment. The Appointing Authority reserves the right to disqualify any candidate who disregards this instruction.

Closing date:

The closing date for submission of the applications is **21 November 2017 at 23:59h** (Brussels time). EASO will disregard any application received after this date and time.

Applicants are strongly advised **not to wait until the last day** to submit their applications, since heavy internet traffic or a fault with the internet connection could lead to difficulties in submission. The EASO cannot be held responsible for any delay due to such difficulties.

If at any stage in the procedure it is established that any of the information provided by a candidate is incorrect, the candidate in question will be disqualified.

8. DATA PROTECTION

The purpose of processing of the data submitted by the candidate is to manage the application(s) of the candidate in view of a possible selection and recruitment at EASO.

EASO does not make public the names of successful candidates on reserve lists. However, it is possible that, for the purposes of recruitment and related planning purposes, members of the EASO management team may have access to reserve lists and, in specific cases, to the application form of a candidate (without supporting documents, which are kept in confidence by the personnel department). Application files of non-recruited candidates are kept for two years from the expiry date of the reserve list after which time they are destroyed.

The personal information requested will be processed in line with Regulation (EC) N° 45/2001 of the European Parliament and of the Council of 18 December 2000 on the protection of individuals with regard to the processing of personal data by the EU institutions and bodies and on the free movement of such data.

9. APPEAL PROCEDURES

Pursuant to Article 90(2) of the Staff Regulations of Officials and the Conditions of Employment of Other Servants of the Union, a candidate may submit a complaint against an act affecting him/her adversely. The complaint must be lodged within 3 months from the date of notification to the following address:

**The Executive Director
European Asylum Support Office
MTC Block A, Winemakers Wharf, Grand Harbour Valetta, MRS 1917
Malta**

Should the complaint be rejected, pursuant to Article 270 of the Treaty on the Functioning of the European Union and Article 91 of the Staff Regulations of Officials and the Conditions of Employment of



Other Servants, a candidate may request judicial review of the act. The appeal must be lodged within 3 months from the date of notification to the following address:

**European Union Civil Service Tribunal
Boulevard Konrad Adenauer
L-2925 Luxembourg
Luxembourg**

If you believe that there was maladministration, you may lodge a complaint to the European Ombudsman within two years of the date when you became aware of the facts on which the complaint is based (see <http://www.ombudsman.europa.eu>), or write to:

**European Ombudsman
1, Avenue du President Robert Schuman -BP 403
F-67001 Strasbourg Cedex
France**

Please note that complaints to the European Ombudsman do not have the effect of suspending the period mentioned in Articles 90 and 91 of the Staff Regulations of Officials and the Conditions of Employment of Other Servants for lodging complaints or submitting an appeal pursuant to Article 270 of the Treaty on the Functioning of the European Union.