

**Call for expression of interest  
for the establishment of a reserve list for the post of**

**Administrative Assistant  
(Contract Staff, Function Group III)**

**at the Agency for the Cooperation of Energy Regulators**

**REF.: ACER/2016/12**

**Publication**

**External**

**Title Function**

**Administrative Assistant**

**Parent Directorate-General / Service**

**DG ENER (BXL)**

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**1. WE ARE**

The Agency for the Cooperation of Energy Regulators (hereinafter referred to as “the Agency”) is a European Union (“EU”) body, legally established by Regulation (EC) No 713/20091 and operational since 2011. Based in Ljubljana (Slovenia), the Agency is central to the liberalisation of the EU's electricity and natural gas markets.

The purpose of the Agency is to assist National Regulatory Authorities (“NRAs”) in exercising, at Union level, the regulatory tasks that they performed in the Member States and, where necessary, to coordinate their action.

In this respect, the Agency:

- a) Complements and coordinates the work of NRAs;
- b) Participates in the creation of European network rules;
- c) Takes, under certain conditions, binding individual decisions on terms and conditions for access and operational security for cross border infrastructure;
- d) Gives advice on electricity and natural gas related issues to the European institutions;
- e) Monitors the internal markets in electricity and natural gas and reports on its findings.

The main areas on which the Agency's activities focus are:

- supporting European market integration: this is mainly done through the development of common network and market rules as well as through the coordination of regional initiatives which are concrete efforts from market participants to work towards greater integration,
- advising the institutions of the Union on trans-European Energy infrastructure issues: the Agency issues opinions on ten-year network development plans with a view to making sure that these are in line with priorities set at Union level,
- energy market monitoring: the Agency has a general mission in terms of market monitoring at Union level and has, since the end of 2011, a very specific responsibility when it comes to oversight of the wholesale energy trading.

The Agency currently has a staff of more than 80 people and an approved annual budget of €15.8 million in 2016. The Agency's internal structure comprises four Departments (Electricity, Gas, Market Monitoring and Administration) and the Director's Office.

The Agency is located in Ljubljana (Slovenia).

## **2. WE PROPOSE**

The Agency is looking to establish a reserve list for Contract Staff – Administrative Assistant, Function Group III.

Working with a degree of autonomy, the Administrative Assistant, assigned to the Director's Office of the Agency and reporting to the Secretary of the Director, will be required to support the Secretary of the Director by performing, in such a role, the following non-exhaustive list of tasks:

### **Administrative Coordination and support:**

- Provide assistance by maintaining the diary, answering telephone, filtering calls and taking messages, responding to general inquiries and managing the e-mail exchange and calendar;
- Ensure the follow-up of the Director's decisions and assist in organisation and management matters, including drafting of briefings and replies;
- Take transcribe and prepare notes, minutes, routine correspondence, presentations and/or other texts,
- Filter and prioritise files submitted to the Director;
- Co-ordinate the input of the department to the overall work programme;
- Ensure follow-up of correspondence including: oversee attribution, screen replies, draft notes, letters etc.;
- Follow-up, control and dispatching of mail;
- Assistance to and secretarial services for the Director's office;
- Perform other tasks in the interests of the service;
- Act as backup of the Secretary of the Director;

### **Document and file management:**

- Manage the incoming and outgoing correspondence of the Director's office;
- Prepare and copy documents for transmission and maintain files;
- Maintain clearly labelled, well-organised and clean archives of the Director's office.

### **Administrative assistance to information and dissemination:**

- Facilitate internal communication within the Agency as well as outside the service;
- Assist in welcoming and informing outside visitors in accordance with security regulations;
- Ensure collection and preparation of materials for publication and website;
- Manage thematic mailboxes and send requested information and documents.

### **Support to meetings management:**

- Provide administrative and logistical support for the organisation of internal and external events such as meetings, evaluations, conferences, etc.

The Administrative Assistant may be called, from time to time, to perform other tasks, according to the needs of the Agency, as determined by the Director.

The Administrative Assistant may be required to work on a flexible schedule, within the overall working time provided for in the Staff Regulations of Officials and the Conditions of Employment of Other Servants (CEOS), according to the needs of the Office of the Director.

The tasks of the Administrative Assistant involve maintaining regular liaison with other Departments of the Agency and external parties.

The Administrative Assistant will be required to act with a service culture, handling files with confidentiality and utmost professional integrity, being able to show excellent interpersonal and communication skills. He/she is expected to be proactive, with a team spirit, good management of stress, good level of flexibility, being able to prioritise, delivering quality and results with attention to detail and commitment to excellence.

## **3. WE LOOK FOR**

### **A) Eligibility criteria**

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

1. A level of post-secondary education attested by a diploma,

or

a level of secondary education attested by a diploma giving access to post-secondary education, and appropriate professional experience of at least three (3) years after the award of the diploma

*(Only study titles that have been awarded in the EU Member States or that are subject to the equivalence certificates issued by the authorities in the said Member States shall be taken into consideration).*

2. To have a thorough knowledge of one of the official languages of the European Union<sup>1</sup> and a satisfactory knowledge of a second of these languages (level B2) to the extent necessary to perform his/her duties;
3. To be a national of a Member State of the EU;
4. To be entitled to his or her full rights as a citizen;
5. To have fulfilled any obligations imposed by the applicable laws concerning military service; and
6. To be physically fit to perform the duties linked to the post<sup>2</sup>.

### **B) Selection criteria**

The following criteria will be assessed when selecting the candidates for the interviews:

#### Technical knowledge:

1. By the closing date for applications, at least **two (2) years of professional experience closely related to the tasks described** in Section 2 above, **acquired after** having obtained the qualifications mentioned in point 3.A.1. above;
2. Professional experience in providing support in financial transactions;
3. Experience in proof-reading of documents in English;
4. Proficiency with IT applications (MS Office Package – e.g. Word, Excel, Outlook and Power Point).

#### Communication and other personal skills:

5. Excellent written and oral command (level C2<sup>3</sup>) of the English language;
6. Ability to work in a team and under pressure, combined with capacity to work on several projects simultaneously;
7. Excellent organisational, problem solving and analytical skills;

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<sup>1</sup> The languages of the EU are: Bulgarian, Croatian, Czech, Danish, Dutch, English, Estonian, Finnish, French, Irish, German, Greek, Hungarian, Italian, Latvian, Lithuanian, Maltese, Polish, Portuguese, Romanian, Slovak, Slovene, Spanish, and Swedish.

<sup>2</sup> Before the appointment, a successful candidate shall be medically examined by one of the institutions' medical officers in order for the Agency to be satisfied that he/she fulfils the requirement of article 28(e) of the Staff Regulations of the Officials of the European Union.

<sup>3</sup> cf. Language levels of the Common European Framework of Reference:  
<https://europass.cedefop.europa.eu/en/resources/european-language-levels-cefr>

8. Experience of working in an international/multicultural environment dealing with a very diverse range of stakeholders, including the institutions, bodies, offices and agencies of the Union.

For reasons related to the Agency's working requirements, the Administrative Assistant should be available at short notice for the job.

#### **4. SELECTION AND APPOINTMENT**

A Selection Committee will evaluate the applications and select those candidates meeting the eligibility criteria and best matching the selection criteria.

The Selection Committee will endeavour to invite a minimum of six candidates and a maximum of eight candidates to an interview and written test. However, such numbers may be increased in the case of a larger number of high-scoring candidates participating in the selection procedure or reduced in the case of a limited number of eligible applicants and/or a limited number of high-scoring candidates participating in the selection procedure.

The interview and written test will focus on the following aspects:

- Specific knowledge and competences in line with the selection criteria of the present Call for expression of interest;
- General aptitudes and language abilities to the extent necessary for the performance of the duties in accordance with Article 82.3.e of the Conditions of Employment of Other Servants (CEOS);
- Knowledge of structures of the Agency and of institutions, bodies, offices and agencies of the Union.

A reserve list of the most suitable candidates will be drawn up by the Agency.

In line with Director Decision 2014/006, candidates achieving the qualifying mark in the competency test and interview of a minimum of 70% will be placed on the reserve list. The reserve list will be valid until 31/12/2016.

Its validity may be extended by decision of the Director.

All candidates will be informed about the outcome of the procedure.

#### **5. EQUAL OPPORTUNITIES**

The Agency applies an equal opportunities policy and accepts and treats applications without distinction on 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 successful candidate will be appointed by the Director as a contract staff at grade FGIII, pursuant to Article 3(a) of the Conditions of Employment of Other Servants, for a period of 3 years, which may be renewed in the interest of the service.

### Pay and welfare benefits

The pay of staff members consists of a basic salary, allowances and other benefits. Depending on the individual family situation and the place of origin, the successful jobholder may be entitled to: expatriation allowance (16% of the basic salary), household allowance, dependent child allowance, education allowance, pre-school allowance, installation allowance, reimbursement of removal costs, initial temporary daily subsistence allowance and other benefits. Salaries are exempted from national tax; instead a Union tax at source is paid.

Grade/step	Minimum requirements for classification in step <i>(required level of studies + minimum number of years of experience after graduation)</i>	Monthly basic salary	Monthly net salary, including specific allowances <sup>4</sup>
FGIII grade 8	Post-secondary education + up to 7 years' experience in some or all of the fields covered by the job description	2,536.18 €	2,653.31 €
FGIII grade 9	Post-secondary education + more than 7 years' experience in some or all of the fields covered by the job description	2,869.53 €	2,907.78 €

### Additional benefits:

- Annual leave entitlement of two days per calendar month plus additional days for age, grade, 2,5 days home leave if applicable, and in addition on average 19 ACER holidays per year;
- EU Pension Scheme (after 10 years of service);
- EU Joint Sickness and Insurance Scheme (JSIS), accident and occupational disease coverage, unemployment and invalidity allowance and insurance.

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<sup>4</sup> An estimation of net salary, including the deduction for tax, correction coefficient (currently at 81.2 %) and social security and adding the allowances (this estimation has been calculated with expatriation allowance, household allowance and with one dependent child allowance). Allowances depend in any case on the personal situation of the candidate.

## 7. DATA PROTECTION

The Agency will ensure that your personal data is processed as required by Regulation (EC) No 45/2001<sup>5</sup> on the protection of personal data.

The information submitted during the selection process will be used solely for that purpose. The legal basis is available in the Staff Regulations of Officials and the Conditions of Employment of Other Servants (CEOS) and, in particular, in Articles 12-15 and 82-84 of CEOS.

The Agency will ensure, on its part, that applicant's personal data is processed in accordance with Regulation (EC) No 45/2001<sup>6</sup> on the protection of individuals with regard to the processing of personal data by the Community institutions and bodies and on the free movement of such data. Only Agency's staff directly involved in the selection procedure in question shall have access to this data. In some cases, an external expert, equally bound by the same data protection principles, may assist the Agency in the selection of candidates.

When an applicant is selected for inclusion on the reserve list, his/her personal data will be stored for the duration of the validity of the reserve list while, for non-recruited candidates, the information will be stored for a maximum period of two years. Documents related to recruited candidates are kept in the agent's personal file, which are kept until 10 years after the jobholder has terminated employment at the Agency.

Any party submitting personal data to the Agency is entitled to access and to rectify that data (after the closing date of the application deadline, rectification is limited to identification data). To exercise these rights, contact the Data Protection Officer at [DPO@acer.europa.eu](mailto:DPO@acer.europa.eu).

Furthermore, you also have the right to recourse, at any time, to the European Data Protection Supervisor.

## 8. APPLICATION PROCEDURE

The working language of the Agency is English. For applications to be valid, candidates must submit:

- a detailed curriculum vitae in [European CV format](#) **in English**;
- a letter of motivation (1 page sheet maximum) **in English** explaining in which positions knowledge and professional experience in the specified areas identified in Section 2 of this vacancy notice has been acquired.

Applications that are incomplete will be rejected.

Together with the application, candidates are also invited to provide in the CV the names and contact details of at least two most recent professional references (preferably your direct hierarchical superiors without personal link) who may be contacted for references.

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<sup>5</sup> Regulation (EC) No 45/2001 of the European Parliament and of the Council of 18 December 2000, OJ L8, 12.1.2001, p.1.

Applications should be sent by email to [SELECTIONS-ACER-2016-12@acer.europa.eu](mailto:SELECTIONS-ACER-2016-12@acer.europa.eu) quoting the reference number of the vacancy notice.

Supporting documents (e.g. certified copies of degrees/diplomas, references, proof of experience etc.) should **not** be sent at this stage but must be submitted at a later stage of the procedure if requested.

In order to facilitate the selection process, all communications 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 authority authorised to conclude a contract reserves the right to disqualify any candidate who disregards this instruction.

**Applications must be sent by e-mail by 17 July 2016 (23:59 Ljubljana time).**

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

For more information on the selection procedure please consult the Guide for Applicants on the Agency's website:

[http://www.acer.europa.eu/The\\_agency/Working\\_at\\_ACER/Pages/FAQs-on-working-at-ACER.aspx](http://www.acer.europa.eu/The_agency/Working_at_ACER/Pages/FAQs-on-working-at-ACER.aspx).

## **9. APPEALS**

Pursuant to Article 90(2) of the Staff Regulations of Officials and the Conditions of Employment of Other Servants, 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:

Human Resources Officer

Agency for the Cooperation of Energy Regulators (ACER)

Trg republike 3 – 1000 Ljubljana – Slovenia

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:

The European Union Civil Service Tribunal

Boulevard Konrad Adenauer

L-2925 Luxembourg

Luxembourg

Any citizen of the European Union or any natural or legal person residing in a Member State may make a complaint for maladministration pursuant to Article 228(1) of the Treaty on the



Functioning of the European Union. The complaint must be lodged within two years of becoming aware of the facts on which the complaint is based to the following address:

The 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.