

Vacancy Notice

The European Chemicals Agency (ECHA) is launching this call for expressions of interest in order to establish a reserve list for the following temporary agent profile:

Reference number	ECHA/TA/2022/002
Job Title	General Services Officer
Function Group/Grade	Temporary Agent, AD 7 (see the Guide for Applicants for more information)
Location	Helsinki, Finland
Publication Date	10 June 2022
Deadline for Applications	3 August 2022, at noon, 12:00 Helsinki time (11:00 CET)

1. Who we are

The [European Chemicals Agency](#) (ECHA) aims to be the centre of knowledge on the sustainable management of chemicals, serving a wide range of EU policies and global initiatives, for the benefit of citizens and the environment. Together with our partners, we work for the safe use of chemicals.

ECHA is an equal opportunity organisation which welcomes applications from qualified professionals all over the European Union and the European Economic Area. We are committed to achieving diversity, as the diversity of ECHA's staff is essential to the Agency's success. We do not discriminate on the grounds of sex, race, colour, ethnic or social origin, genetic features, language, religion or belief, political or any other opinion, membership of a national minority, property, birth, disability, age or sexual orientation. Candidates who are judged to be the most suitable, based on the assessment in the selection process, will be placed on the reserve list.

ECHA achieved excellent results in the most recent staff survey (2021) and has been awarded a recognition as one of [Finland's most inspiring workplaces](#). This acknowledgement signals a high employee engagement level and indicates that the agency develops the organisation, staff wellbeing, operating culture and collaboration together with staff. The recognition is given to Finnish organisations that achieve outstanding results in the PeoplePower® employee survey carried out by Eezy Flow. You can read more about this acknowledgement here: <https://www.innostavimmat.fi/in-english>.

2. Is this job for you?

Are you looking for a challenging opportunity in a leading organisation at the EU and international level and contributing to the protection of the health of European citizens and workers?

The Corporate Services Unit provides efficient and high-quality services and facilities to ensure a safe and pleasant working and meeting environment for staff, Agency bodies and stakeholders. The unit is responsible for the management of ECHA's building, related facilities and other corporate services, including:

- Building, workspace allocation and facilities maintenance and refurbishments;
- physical security;
- the management of ECHA's travel management services;
- the coordination of ECHA's translations services;
- the provision of library services;
- the implementation of ECHA's environmental management;
- the provision of canteen and catering services;
- the coordination of postal and courier services; and
- the purchase of office supplies and waste management activities.

The unit is also in charge of providing logistical, secretarial, audio-visual and conferencing services support for (virtual and hybrid) events/meetings as well as the management and maintenance of the meeting rooms within ECHA's buildings.

The General Services Officer will be responsible for managing and leading the planning, delivery and continuous development of high quality, customer focused conferences/meetings and other events of the ECHA, ensuring they meet the professional standards expected of an EU Agency.

In this role, the post holder will be expected to interact with a wide range of colleagues at all levels of the Agency, as well as with numerous contractors and external stakeholders.

3. Key responsibilities

The General Services Officer will work in the area of meeting services within the Corporate Services Unit under the Directorate of Resources.

Reporting to the Head of Unit Corporate Services, the General Services Officer will have team supervisory responsibilities and will assist the Head of Unit in achieving the unit objectives within the context of ECHA's overall mission.

He/she will be responsible for the management of high-quality meeting and audio-visual support services for the meetings of ECHA's main bodies and other meetings, or events, organised by ECHA in cooperation with the Secretariats of the respective ECHA bodies.

In particular, he/she will be responsible for the following tasks:

- Responsibility for the administrative, technological, logistical and secretarial support for the organisation of hybrid and virtual events/meetings, in particular the meetings of the Management Board, ECHA's Committees, the Forum, ECHA's Board of Appeal and their respective Working Groups as well as other meetings and events organised by ECHA;

- Ensure that systems and processes are in place to optimise the meeting service delivery models of ECHA's corporate services by utilising relevant cost-benefit techniques, including consideration of different types of delivery service models, to ensure effectiveness, efficiency and economy in the delivery of these services;
- Develop change management plans for the provision of meeting services, identify risks including evaluation of the readiness to adopt change proposals by the different stakeholders, process and technology level;
- Keep up to date with developments and innovations in the area of meetings and conferences as well as identifying, appraising and proposing areas requiring further investment;
- Oversee, monitor and manage the meeting services procurements, contracts, assigned budget and invoicing related matters (including audio-visual related), including recording and analysing expenditure, relating to audio-visual support, hotel, catering, subsistence and meeting participants' travel expenses;
- Manage teams and contractors, prepare complicated logistics, as well as manage large-scale procurement and budgets;
- Ensure smooth communications and liaison with the Agency staff related to matters under the responsibility of his/her team;
- Prepare, implement and update procedures for external meeting participants;
- Provide input and feedback regarding the internally developed IT tool used for the management of meeting services;
- Develop training for staff, team members and, if required, the external participants related to meeting procedures, including the virtual conferencing tools used;
- Monitor end-user compliance with meeting-related policies and procedures;
- Liaise closely with the operational units on the efficient management of meeting-related issues;
- Prepare reports for planning and monitoring purposes, including environmental reporting related to the area of responsibility;
- Responsibility for the administration, processing and initiating the payment of reimbursement for meeting participants, including the provision of concise, clear, timely and accurate information to meeting participants on travel and reimbursement matters;
- Drive continuous service improvement, identifying and implementing best practices related to and the provision of meeting and conference services;
- Facilitate the conditions necessary for the promotion of excellent customer service provision (both internally and externally);
- Perform other related duties.

General responsibilities:

- Plan, organise and actively participate in the work of the team in an efficient and effective manner, and ensure sound communication and collaboration practices within the team and Unit;
- Supervise the team by allocating tasks and targets, managing performance, identifying potential for career development, identifying learning and development needs,

providing appropriate learning activities and support and fostering career development;

- Ensure close liaison with ECHA's main bodies to ensure efficient and effective management delivery of services;
- Advise middle and senior management on matters related to his/her area of responsibility;
- Coordinate the drafting of quality management documents for the processes under the responsibility of his/her team;
- Contribute actively to the effective management of the Corporate Service Unit;
- Promote an effective and positive working environment for staff in the Corporate Services Unit.

4. Eligibility criteria

The selection procedure is open to applicants who satisfy the following eligibility criteria, on the closing date for application:

a. General requirements

The applicant must:

- Be a national of a Member State of the European Union, or a national of the European Economic Area (Iceland, Liechtenstein, Norway)¹;
- Enjoy the full rights as a citizen;
- Have fulfilled any obligations imposed by the laws concerning military service;
- Produce the appropriate character references as to the suitability for the performance of the duties²;
- Be physically fit to perform the duties³;
- Have a thorough knowledge of one of the official languages of the European Union⁴ and a satisfactory knowledge of another such language to the extent necessary to perform your duties;
- Be able to communicate well in English as this is the working language of ECHA;

¹ The Member States of the European Union are: Austria, Belgium, Bulgaria, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Ireland, Italy, Latvia, Lithuania, Luxembourg, Malta, the Netherlands, Poland, Portugal, Romania, Slovakia, Slovenia, Spain, Sweden.

² Before appointment, successful applicants will be required to produce an official document indicating that they do not have a criminal record.

³ Before appointment, successful applicants will be required to undergo a medical examination to ensure that they fulfil the requirements of Articles 12, 2 (c) of the Conditions of Employment of Other Servants of the European Union.

⁴ 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, Swedish.

- Be below the age at which staff of the EU is automatically retired, i.e. currently on the last day of the month in which he/she reaches the age of 66⁵.

b. Qualifications

- a) Successful completion of a full course of university studies attested by a degree, where the normal duration of university education is four (4) years or more.
- b) Successful completion of a full course of university studies attested by a degree, where the normal duration of university education is three (3) years and at least one (1) year of professional experience.

Only qualifications issued by EU Member State authorities or EEA authorities and qualifications recognized as equivalent by the relevant EU or EEA Member State authorities will be accepted.

c. Professional experience

To qualify for this profile, you must have at the closing date for applications a total professional experience⁶ of at least six (6) years acquired after achieving the minimum requirements stated out in section 4.b of this vacancy notice. At least three (3) years of your total professional experience must be relevant professional experience⁷ in the fields listed in section 3.

5. Selection criteria

If you meet the eligibility criteria set out in section 4, you will be assessed on the basis of the following selection criteria. The candidates who are judged to be the most suitable on the basis of the selection criteria will be invited to an interview.

- **Your academic and professional qualifications** and their relevance to the main areas of work listed in section 3.
- **Your professional experience:** Preference will be given to candidates having experience in functions similar to those outlined in section 3. The Selection Committee will assess the range of fields covered, the length, the type and level of work done and its relevance to the areas of work listed in section 3.

⁵ See Article 47(a) CEOS for Temporary Agents, applicable to Contract Agents by analogy, Article 119 CEOS.

⁶ Only appropriate professional experience acquired after achieving the minimum qualification stated in 4.b. shall be considered. Where additional periods of training and study are accompanied by periods of professional activity, only the latter shall be considered as professional experience. Compulsory military service or equivalent civilian service accomplished after the achieving the minimum qualification stated in 4.b. shall be taken into consideration. Professional activities pursued on a part-time basis shall be calculated pro rata, on the basis of the percentage of full-time hours worked. A given period may be counted only once.

⁷ Relevant experience should be described in your application.

The following will be considered as assets:

- Proven experience in process management, including optimising efficiencies in processes;
- Proven experience in adapting event and conference life cycles to specific situations, and in introducing digital tools to increase efficiency gains;
- Proven record of continual professional development in the areas covered under the key responsibilities above;
- Proven experience of working with the EU Financial Regulation, Rules of Application, Vade-mecum on Public Procurement, or any other relevant legislative frameworks in international organisations and/or public sector;
- Proven experience of working abroad and/or in a similar international/multicultural environment.

Your academic and professional qualifications, professional experience and knowledge and experience considered as an asset **must be described as precisely as possible in your application**.

6. Interview and written test

If selected for interview and/or written test, you will be assessed on the basis of the following criteria:

6.1 Specific knowledge related to the post:

- Knowledge and understanding in your areas of experience that are most relevant to the tasks set out in section 3;
- Understanding of the role and aims of ECHA in relation to the REACH, CLP and Biocides legislations.

6.2 General competencies⁸ and conduct required for the job:

- Supervisory capacity and ability to develop people;
- Negotiation, problem-solving, flexibility and conflict-resolution skills;
- Ability to communicate and liaise effectively with external stakeholders and with internal stakeholders at all organisational levels;
- Ability to work effectively in a multidisciplinary team in a multicultural and multilingual environment;
- Creative and analytical problem-solving skills;

⁸ You can read more about the general competencies in place in ECHA through the following link:
https://echa.europa.eu/documents/10162/17100/echa_staff_competencies_en.pdf/81a7fbbf-730a-4bc2-9681-24095900028c?t=1476375368217

- Organisational skills, the ability to accomplish, as project manager, projects within tight deadlines;
- Ability to adapt, respond and drive change.

Your ability to communicate in spoken/written English, and the knowledge, skills and competencies related to the job will be assessed throughout the written tests and interviews.

For native English speakers, your ability to communicate in your second EU language will be tested during the selection process. As this forms part of the general requirements stated under section 4.a General Requirements from above, any failure in proving the satisfactory level of your second EU language would lead to your exclusion from the selection.

Interviews and written tests may be organised **remotely**.

7. Placement on the reserve list

If you are judged to be among the most suitable candidates, on the basis of the criteria listed in sections 4, 5 and 6, you will be placed on the reserve list. The reserve list will be valid for a period of two years, with the possibility of extension.

It should be noted that inclusion on the reserve lists does not imply any entitlement of employment in the Agency.

At ECHA, we believe in continuous learning and flexible work assignments to ensure the best use of our human resources and to maintain a high level of staff motivation and expertise. Hence, your career at ECHA, once recruited, may lead you to another role within ECHA in the future.

8. What we offer

a. Engagement and conditions of employment

Successful applicants may be offered an employment contract for five years as a temporary agent, in the grade **AD 7**. This contract may be renewed for a definite period. If renewed for a second time, the contract becomes indefinite. If the successful applicant from the external selection procedure is already a member of temporary staff 2(f) in the relevant function group or another function group, the Agency shall offer the person, in writing, the opportunity to be assigned to the post by means of mobility under the provisions of Article 6(2)⁹ or, subject to the establishment plan availabilities, Article 10⁹ respectively, if the person prefers to ensure continuity of contracts.

The successful applicant will be required to make a declaration of commitment to act independently in the public interest and to make an annual declaration with respect to any interests which might be considered prejudicial to his/her independence. Moreover, before recruiting a member of staff, ECHA's Executive Director will examine whether the applicant

⁹ Implementing rules on the procedure governing the engagement and use of temporary staff under Article 2(f) of the CEOS:

https://echa.europa.eu/documents/10162/17100/MB_DECISION_03_2018_4_MB49_FINAL.pdf/7087cc5b-2dee-aade-0de0-bcdb47aa605d

has any personal interest which may impair his/her independence or any other conflict of interest. To that end, the applicant, using a specific form, shall inform the Executive Director of any actual or potential conflict of interest. Applicants must confirm their willingness to do so in their application.

b. Salary & benefits

The successful candidate will be recruited as a Temporary Agent Grade AD 7 with the basic monthly salary starting from € 6.414,44, subject to an annual review of remuneration provided for in Article 65(1) of the Staff Regulations.

In addition to the basic salary, ECHA offers a range of benefits which include allowances, such as a household allowance, an expatriation allowance (16% of the basic salary) and a dependent child allowance, as well as a welfare package including pension scheme, medical and accident coverage.

For more information on the salary and on the allowances, please visit our website at: <http://www.echa.europa.eu/about-us/jobs/what-we-offer>.

9. Other information

For more information on the selection process of temporary agents and on the contractual and working conditions, please refer to:

- **Guide for Applicants:**
https://echa.europa.eu/documents/10162/17100/general_guide_for_applicants_en.pdf/cd910e74-63ba-4cdd-b87f-29f0a77d0fea?t=1646396767190
- **Implementing rules** concerning temporary agents:
https://echa.europa.eu/documents/10162/17100/MB_DECISION_03_2018_4_MB49_FINAL.pdf/7087cc5b-2dee-aade-0de0-bcdb47aa605d
- **Conditions of Employment of Other Servants** of the European Union:
<http://eurlex.europa.eu/LexUriServ/LexUriServ.do?uri=CONSLEG:1962R0031:20140101:EN:PDF>
- **Protection of personal data:** The European Chemicals Agency will ensure, on its part, that your personal data is processed as required by Regulation (EU) 2018/1725 on the protection of personal data.
<https://eur-lex.europa.eu/legal-content/EN/TXT/PDF/?uri=CELEX:32018R1725&from=EN>