



# External Vacancy Notice in the European Asylum Support Office (EASO)

REF.: EASO/2021/TA/012

**Publication:** External

**Title of function:** Head of Asylum Cooperation and Guidance Unit

**Category and grade:** Temporary Agent – AD 10

## 1. EASO

The European Asylum Support Office (hereinafter referred to as "EASO"), established by Regulation 439/2010<sup>1</sup>, 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 all matters pertaining to asylum mainly through training, quality activities, country of origin information (COI), country guidance, statistics and analysis, specialised expert networks, practical cooperation workshops and 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 organisation chart of EASO can be consulted in the EASO Work Programme on EASO website: <https://www.easo.europa.eu/about-us/easo-organisation-structure>

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<sup>1</sup> 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).

EASO's headquarters is located in Valletta Harbour (Malta) with additional offices in Italy, Greece and Cyprus.

## 2. JOB DESCRIPTION

The **Head of Asylum Cooperation and Guidance Unit** reports to the Head of Asylum Knowledge Centre and manages, coordinates and supervises the activities of the Asylum Cooperation and Guidance Unit (ACGU).

ACGU aims to support the quality, fairness and efficiency of the asylum procedures and reception systems across EU Member States and associated countries. The Unit develops practical tools, guidance and professional development materials in the framework of dedicated thematic networks that serve as platforms for exchanging and promoting expertise and best practices in view of achieving convergence in the implementation of the Common European Asylum System (CEAS) in the Member States and in EASO operations.

The Unit consists of three Sectors, the heads of which will report to the Head of Unit:

1. The Asylum Processes Sector (APS) Coordinates the Asylum Processes Network and the Exclusion Network in support of practical cooperation and exchange of information and good practices among EU and develops and promotes through these Networks operational standards, indicators, practical tools and guidance, and provides expert support to EASO operations, including in the external dimension, on quality and asylum process through the implementation of the practical tools and guidance developed by the Networks.
2. The Asylum Thematic Cooperation Sector (ATCS) supports practical cooperation and exchange of good practices among MS in the respective areas of Reception, Vulnerability and Dublin procedures; coordinates the networks of Reception Authorities; heads of Dublin Units and Vulnerability Experts; develops operational standards (and indicators), practical tools and guidance; and provides expert support to operations and in the external dimension through the implementation of the practical tools and guidance developed by the Networks.
3. The Courts and Tribunals Sector (CTS) provides members of courts and tribunals in EU Member States and associated countries with a European understanding of the asylum acquis in light of the case law of the Court of Justice of the European Union and the European Court of Human Rights, as well as other relevant sources of law. To that end, the Sector coordinates the Courts and Tribunals Network and supports the development of professional development materials tailor-made by and for members of courts and tribunals. In order to achieve convergence in the implementation of CEAS by judicial authorities and stimulate dialogue with and between judicial stakeholders, the Sector organises professional development workshops and conferences. It also provides expert support to EASO operations, including in the External Dimension, with regard to the measures implemented at the second instance level.

The **main responsibilities** of the Head of Asylum Cooperation and Guidance Unit will be:

### A) Specific responsibilities

1. Advise the Head of Asylum Knowledge Centre on and contribute to the strategic conceptualization and further development of cooperation and guidance activities in the field of asylum and reception within EU Member States and associated countries;

2. Supervise the implementation of these activities by the heads and teams in the respective sectors, fostering a spirit of collaboration and teamwork;
3. Lead the delivery and promotion of a wide range of guidance, professional development and capacity-building products and practical tools related to the various content areas in the ACGU portfolio, in different formats and targeting a variety of user groups;
4. Lead the development and implementation of new strategies, methodologies and innovative approaches, including the use of technology, both with regard to the work of the Unit, but also supporting the efficiency and quality asylum and reception processes in general;
5. Lead practical cooperation activities on asylum and reception through the organisation of thematic meetings, workshops and exchange visits, including within the context of topical Networks, involving experts from Member States and Associate Countries, European Commission, EU Agencies, International Organisations and civil society organisations;
6. Represent the Agency in external events.

## B) General responsibilities

1. Lead and manage a significant team (circa 45) of staff members dedicated to enhancing practical cooperation and developing guidance in the field of asylum and reception in EU Member States and associated countries;
2. Plan activities, monitor the execution of the allocated budget and manage allocated funds in accordance with the principles of good governance;
3. Coordinate and collaborate with other units within the centre and in other centres in EASO to ensure synergies where possible and jointly achieve EASO's goals;
4. Liaise with EU Institutions, Agencies, Bodies, International Organisations, Member States' authorities and Civil Society Organisations under the direction of the Head of Centre.
5. Perform any other tasks as required, upon request of the Head of Centre.

## 3. REQUIREMENTS

### A) Eligibility Criteria

Candidates will be considered eligible for selection based on the fulfillment of the following formal criteria, 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 diploma and, after having obtained the university diploma, at least 12 years of appropriate professional experience, or

have a level of education which corresponds to completed university studies of at least 3 years attested by a diploma and, after having obtained the university diploma, at least 13 years of appropriate professional experience<sup>2</sup>;

2. Be nationals of one of the Member States of the European Union, Liechtenstein, Norway and Switzerland;
3. Be entitled to full rights as an EU citizen;
4. Have fulfilled any obligations imposed on them by the laws on military service;
5. Possess a thorough knowledge (level C1 in all dimensions as per the Common European Framework of Reference for Languages or CEFR) of one of the official EU languages and a satisfactory knowledge (level B2 in all dimensions as per the CEFR) of another one of these languages to the extent necessary for the performance of the duties pertaining to the post<sup>3</sup>;
6. Meet the character requirements for the duties involved<sup>4</sup>;
7. Be physically fit to perform the duties linked to the post<sup>5</sup>.

## B) Selection Criteria

If the eligibility criteria set out in section A) *Eligibility criteria* are met, the candidates' applications will be evaluated on the following selection criteria. These criteria have been subdivided into two categories: **Essential** and **Advantageous** Selection Criteria.

Please note that all Essential criteria are mandatory, meaning that no application will be assessed further if a candidate obtains a zero score in any of the Essential Criteria. The most suitable candidates with the highest overall scores will be invited to an interview.

### *Essential*

1. Proven professional experience in a position related to the aforementioned duties in the field of international protection;
2. Proven professional experience as a manager in a related field, including the management of allocated human and budgetary resources;

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<sup>2</sup> 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.

<sup>3</sup> See [https://epso.europa.eu/how-to-apply/eligibility\\_en](https://epso.europa.eu/how-to-apply/eligibility_en)

<sup>4</sup> Before the appointment, the successful candidate shall be asked to provide proof of a non-existent criminal record.

<sup>5</sup> Before the appointment, the successful candidate shall be medically examined by one of the institutions' medical officers which will enable EASO to ensure that he/she fulfils the requirement stated in Article 28(e) of the Staff Regulations of the Officials of the European Union.

3. Expert knowledge and/or professional experience in the Common European Asylum System and related instruments and tools, as well as its practical implementation in EU Member States;
4. Proven experience in drafting, reviewing, promoting guidance materials and/or developing practical tools with regard to the implementation of asylum procedures and/or provision of reception services to applicants for international protection;
5. Professional experience in public speaking and in the facilitation of content discussions, meetings and events.

#### *Advantageous*

1. Professional experience in a position related to the aforementioned duties within an international and multicultural environment;
2. Practical experience in planning, monitoring and evaluating projects or programmes in the field of asylum and/or reception at national, EU or international level.

### **C) Evaluation during interviewing process**

Candidates invited to the interviewing process (interview and written test) will be assessed based on the essential and advantageous criteria described in this Section, and the following additional criteria relevant to the post:

1. Thorough written and spoken communication skills in English, the working language of EASO;
2. Competent user of electronic office equipment and applications (word processing, spreadsheets, presentations, electronic communication, internet etc.);
3. Ability to work under pressure and meet deadlines on multiple tasks;
4. Ability to translate complex realities into digestible messages and adapt communication style to different target audiences;
5. Excellent planning and organisational skills and the ability to prioritise work and deliver under pressure;
6. Excellent analytical skills;
7. Good communication skills and well-developed interpersonal skills;
8. Knowledge of and technical expertise of the EU asylum acquis;
9. Ability to work as part of a team of managers;
10. Ability to lead a multidisciplinary team in a multicultural and multilingual environment;
11. Knowledge of the mission and organisation of EASO.

## 4. RECRUITMENT PROCESS

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).

### A) Identifying eligible candidates

After the deadline for submission of applications, the Selection Committee will verify the submitted applications against the eligibility criteria described in Section 3A (“Eligibility Criteria”). Applications satisfying these conditions will then be assessed against the “Selection Criteria” under Section 3B.

### B) Further analysis of applications

Following this initial assessment, the Selection Committee will compare the applications of eligible candidates with reference to:

- The Selection Criteria (“Essential” and “Advantageous”);
- The overall quality of the application and the candidates’ suitability for the post when compared to the established job profile.

**Please note that the Essential Selection Criteria are mandatory and no application will be further assessed if one of these criteria is not satisfied.**

The Selection Committee will then establish a shortlist of the most suitable candidates to be invited for a written test, an interview and/or other tests based on the order of merit. These assessments will be held in English and, where applicable, other languages. Due to the large volume of applications received, only shortlisted candidates invited to the interview and written test will be notified thereof.

### C) Assessment phase

The assessment phase is composed of the following components:

- Technical competency written test and/or any other assessment deemed necessary for the post;
- Interview with the Selection Committee;
- Assessment Centre;
- Interview with the Executive Director.

The assessment phase will be devised to evaluate 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 Union (CEOS);
- Specific competences with reference to the applicants' profiles in line with the selection criteria included in the Vacancy Notice;
- Hands-on management skills will be analysed in an Assessment Centre, which will include group and individual exercises and activities as well as in-depth interviews. These will be provided by an external provider.

Please note that only candidates who are successful in the interview and written test will have the possibility of being placed on the reserve list. These candidates will then be asked to attend an assessment centre and an additional interview with the Executive Director.

## D) Verification of supporting documents

Only candidates who receive an offer letter will be required to present **originals or certified copies** of the documents listed below to confirm the accuracy and eligibility of the application against their supporting documents:

- A document proving their citizenship (e.g. passport);
- Any academic qualification mentioned in the application;
- Any professional experience mentioned in the application.

This selection procedure may be organised online. In such case, further information will be provided by EASO to candidates invited for an interview regarding the practical modalities for the assessment.

## E) Establishing a reserve list

A reserve list will be established based on the outcome of the assessment phase and will remain valid until the end of the current year from the date of its establishment.

The reserve list may be extended at the discretion of the Executive Director.

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

Prior to taking up duties, the successful candidate will be asked to undergo a compulsory medical examination by one of the institutions' medical officers which will enable EASO to ensure that he/she fulfils the requirement stated in Article 28(e) of the Staff Regulations of the Officials of the European Union.

## 5. EQUAL OPPORTUNITIES

EASO applies an equal opportunities policy and accepts applications without discriminating on the basis of gender, 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 according 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 10**.

Successful candidates who are recruited will undergo an initial probation period of nine months.

The pay for a **Temporary Agent, AD 10 (step 1)** consists of a **basic salary of 9,117.48 €** weighted by the correction coefficient (for Malta currently 94.7%) supplemented with various allowances, including expatriation and family allowances. The salaries of staff members are subject to a European Union tax deducted at source. Staff members are exempt from national tax on salary and are members of the European Union social security and pension schemes.

For further information on working conditions of Temporary Agents 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

All EASO's vacancies can be found on our [Vacancies](#) page and online [e-Recruitment](#) tool. For applications to be valid, candidates shall use EASO's online e-Recruitment tool to create a candidate account, activate it and complete all sections of the EASO application form, as detailed in the [User Manual](#) found on the landing page. Candidates are requested to complete their application in English.

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.

Candidates should not approach, directly or indirectly, the Selection Committee under any circumstances in relation to this recruitment process. The Executive Director reserves the right to disqualify any candidate who disregards this instruction.

### Closing date:

The closing date for the submission of applications is ~~20 September 2021~~ **4 October 2021 at 12:00pm** (noon - Malta time). EASO will disregard any application received after this date and time.

Applicants are strongly advised **not to wait until the date of the deadline** to submit their applications. EASO is not held responsible for any delays in submission of applications due to technical difficulties or any other factors that may arise.

**If a candidate is found to have provided false information at any stage in the selection procedure, EASO is within its capacity to disqualify the candidate in question.**

## 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 \(EU\) 2018/1725](#) of the European Parliament and of the Council of 23 October 2018 on the protection of natural persons with regard to the processing of personal data by the Union institutions, bodies, offices and agencies and on the free movement of such data, and repealing Regulation (EC) No 45/2001 and Decision No 1247/2002/ECText with EEA relevance.

## 9. APPEAL PROCEDURES

Pursuant to Article 90(2) of the Staff Regulations of Officials and the Conditions of Employment of Other Servants of the European Union, a candidate may submit a complaint against an act affecting him/her adversely. The complaint must be submitted 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 Valletta, 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 of the European Union, 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:

**Court of Justice of the European Union  
Rue du Fort Niedergrünewald  
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 of the European Union for lodging complaints or submitting an appeal pursuant to Article 270 of the Treaty on the Functioning of the European Union.