



EUROPEAN COMMISSION

Job Description Form

Job description version7 (*Approved*)
Job description version 192512 in *ENEST.C.4*
Valid from 01/05/2025 until

Job Holder

Name

Job Profile

Position

CONTRACT AGENT FGII

Job title

Administrative Agent

Domains

Generic domain

INTERNATIONAL RELATIONS (generic)

Intermediate domain

EXTERNAL RELATIONS

Specific domain

EU NEIGHBOURHOOD

Sensitive job

No

Overall purpose

Provide administrative secretarial support, document management services and human resources support to the Unit and to the Directorate as needed.

Legal disclaimer

Please note that as per article 80 of the Conditions of Employment of other Servants of the European Union the work of all Function Groups of Contract Agents should take place under the supervision of an official or a temporary agent.

Functions and duties

+ OPERATIONAL and ADMINISTRATIVE SUPPORT and RESOURCES

- Provide assistance by maintaining the diary, answering the telephone, filtering calls and taking messages, responding to general inquiries and managing the e-mail exchange and calendar.
- Respond to general inquiries; ensure dispatch of incoming requests/tasks via Ares and functional mailboxes and keep track of deadlines. Manage communication flows.
- Register and assign incoming correspondence; finalise and dispatch outgoing correspondence; monitor and ensure follow-up and respect of deadlines by colleagues and contribute to administrative quality checks on files for signature and respect of templates.
- Maintain the ARES filing system, ensure proper filing and retrieve documents; manage the electronic and paper archive according to E-Domec rules.
- Manage information and procedures on missions and cost declarations for the team.
- Provide assistance to the human resources portfolio at the level of the Directorate (monitoring recruitment files/contract extensions).

+ INFORMATION and DOCUMENT MANAGEMENT

- Provide support for the organisation of meetings, including reservation of rooms, catering, interpretation facilities, protocol, media presence and security arrangements.
- Ensure checking/sending invitations and agenda and follow-up requests for information.
- Contribute to the organisation of collaborative spaces (Teams, shared drives, SharePoint).

+ INTERNAL MANAGEMENT and COORDINATION (DG/Service/Company)

- Coordinate and contribute to good communication within the Service, the Directorate General as well as with outside services such as other DGs, the EEAS, EU Delegations and the Cabinet.
- Perform various other secretarial and administrative tasks as deemed necessary.
- Ensure back up of the other assistants as necessary.
- Provide introductory trainings on in house Commission Tools to newcomers (ARES, SYSPER, MiPS, etc.)
- Contribute to various tasks and projects in line with the needs of the unit, the directorate or the DG, as guided by the DG's political priorities.
- Provide first IT support.

+ OPERATIONAL and ADMINISTRATIVE SUPPORT and RESOURCES

- Provide administrative support to the organisation of internal and external meetings, workshops, conferences and public events. Request, coordinate and compile files for meetings.
- Ensure checking/sending invitations and agenda, and follow-up requests for information.
- Manage time records and other personnel administration tasks.
- Organise office moves; request and provide office supplies.
- Organise the arrival of newcomers.
- Provide administrative assistance with job descriptions, appraisal reports and / or training plans.

Job requirements

Experience"

+ ADMINISTRATIVE ASSISTANCE

Job-Related experience: at least 2 years

Qualifier: essential

Languages

	Listening	Reading	Spoken interaction	Spoken production	Writing
French	B2	B2	B2	B2	B2
English	C1	C1	C1	C1	C1

Knowledge

- **COMMUNICATION and PUBLICATION**
MISSIONS, MEETINGS and VISITS (incl Protocol Service)
Missions, seminars, meetings (budgetary aspects)
- **IT TOOLS for SPECIFIC APPLICATION AREAS**
IT tools for OFFICE AUTOMATION
MS Office applications
Outlook
IT tools and systems for HRM
MIPS (Missions Integrated Processing System)
Sysper2: Time Management / FlexiTime
IT tools and systems for ARCHIVES, MAIL and DOCUMENT MANAGEMENT
Ares
IT tools and systems for COMMUNICATION and PUBLICATION
EU institutions databases & websites
Intranet
IT tools for WEB SYSTEMS and APPLICATIONS
Collaborative technologies and tools
- **INTERNAL MANAGEMENT and COORDINATION (DG/Service/Company)**
Organisation chart, missions and mandates
- **INSTITUTION STRUCTURES and ORGANISATIONAL DEVELOPMENT**
EU INSTITUTIONS, incl STRUCTURES and FUNCTIONS
Commission services and their structure

Competences

- **Analysing and Problem Solving**
Numeracy
- **Communicating**
Ability to understand and be understood
Drafting skills
- **Delivering Quality and Results**
Ability to work in a proactive and autonomous way
Client orientation
Conscientiousness
- **Prioritising and Organising**
Capacity to deliver in a structured way
Planning capacity
- **Resilience**
Perseverance
- **Working with Others**
Ability to work in a team
Confidentiality
Knowledge sharing
Sociability skills
- **Leadership**
An awareness of and attentiveness to individual differences

Job Environment

Organisational entity

Presentation of the entity:

Job related issues

- Atypical working hours
- Specialised Job

Missions

- Frequent, i.e. 2 or more missions / month
- Long duration, i.e. missions lasting more than a week

Comments:

Balanced team with 25-28 people

Workplace, health & safety related issues

- Noisy environment
- Physical effort / materials handling
- Work with chemicals / biological materials
- Radioprotection area
- Use of personal protective equipment
- Other

Comments:

Other

Comments: