



EUROJUST

Vacancy notice for the post of:

General Services Operator/Handyman
Reference: 09/EJ/CA/61
Contract Agent – FG I
M/F

Applicants are invited to apply for the post of **General Services Operator/Handyman**.

EUROJUST is a European Union body established in 2002 (Council Decision 2002/187/JHA of 28 February 2002 on the setting up of EUROJUST, last amended by the Council Decision 2003/659/JHA of 18 June 2003) to enhance the effectiveness of the competent authorities within Member States dealing with serious cross-border and organised crime.

The College of EUROJUST is composed of 27 National Members, one nominated by each EU Member State. The College elects one of the National Members to be its President. The Administrative Director is responsible, under the supervision of the President, for the day-to-day administration of Eurojust and staff management.

For further information, please consult our website: www.eurojust.europa.eu

The **General Services Operator/Handyman** will provide support to Eurojust, in particular to the Corporate Services Unit (CSU), and will report to the Head of the Facility Management and General Services Sector.

1. Key accountabilities

The successful applicant will be responsible for:

- Acting as the first point of contact for general service support issues, whether submitted by telephone, e-mail or otherwise;
- Classifying incidents and problems (urgency and priority);
- Registering incidents and problems in the incident management system;
- Assigning the ticket to the GS officer and/or external party most suitable to solve the problem;
- Notifying and informing the post-holders of the resolution of incidents;
- Resolving minor (technical) malfunctions reported by post-holders (for building- and office equipment-related maintenance and repairs);
- Assisting GS staff in services related to mail, deliveries of goods, stationery orders, internal moves, cleaning, plant care and kitchenette services;
- Pro-actively controlling upkeep of meeting rooms and common (facility) areas;
- Liaising and co-operating with CSU personnel to resolve reported incidents;

- Using basic IT tools and software such as: PC, Word, Excel, Outlook, Remedy Asset and asset scanning tool;
- Using logistical equipment such as: electrical pallet truck, electrical stacker and general handy man tools; and
- Performing any other tasks requested by the management of the CSU Unit.

2. Qualifications and experience required

a- Eligibility criteria

Candidates will be considered for the selection phase on the basis of the following criteria to be fulfilled by the closing date for applications:

- Successful completion of compulsory education;
- Thorough knowledge of one of the languages of the Communities and a satisfactory knowledge of another language of the Communities to the extent necessary for the performance of his/her duties.

Furthermore, in order to be eligible, a candidate must:

- Be a national of one of the Member States of the Communities;
- Enjoy his/her full rights as a citizen;
- Have fulfilled any obligations imposed on him/her by the laws on military service;
- Meet the character requirements for the duties involved;
- Be physically fit to perform his/her duties.

b- Selection criteria

Candidates selected on the basis of the above eligibility criteria will then be evaluated according to the following selection criteria:

Essential

- Experience and knowledge in the areas mentioned above under "key accountabilities";

Position-specific skills:

- Ability to work under time pressure;
- Troubleshooting and technical ability in relation to minor building/technical problems;
- Pro-active and able to handle multiple tasks when required;
- Operating light construction tools;

Administrative skills:

- Ability to work with and knowledge of a facility management information system;
- Ability to work with and knowledge of Microsoft Word, Excel and Outlook;

Mixed skills:

- Ability to effectively interact with all levels of staff and external contacts;
- Ability to work independently and as part of a team;

Communication skills:

- Excellent written and communication skills;
- Fluency in written and spoken English is essential in the field of activities/tasks covered by the post, as English is the vehicular language at Eurojust.

Advantageous

The following characteristics will be considered as additional assets:

- Training in Facilities Management;
- Driving Licence B;
- Fluency in written and spoken Dutch to deal with third parties (contractors) who only speak Dutch;
- Working experience in a multicultural/EU environment.

3. Selection phase

A Selection Board is nominated by the Appointing Authority. The Human Resources Unit assists the Selection Board by checking the fulfilment of all formal requirements and eligibility criteria. The responsibility for any decision made during this exercise lies with the Selection Board. Failure to comply with one of the formal requirements or eligibility criteria will result in a disqualification of the applicant concerned.

The Selection Board then makes the decision on who is to be considered an eligible applicant for the selection process, in accordance with the requirements outlined in the vacancy notice, and decides from among the eligible applicants those who are to be invited to attend an interview. Candidates invited for an interview may be asked to undergo a written test.

The selection phase consists of an interview with the Selection Board, in order to evaluate the capacities of the candidates to perform the key accountabilities mentioned above. During the interview special attention will be paid to the specific knowledge required for the current post and the suitability and capacity of the candidate to adapt to a multicultural environment. Candidates may be asked to undergo a written test; should this be the case candidates will be informed in advance. The work of the Selection Board ends with the drawing up of a list of applicants suitable and a list of applicants unsuitable to occupy the position advertised.

Reserve list

The list of suitable and unsuitable applicants is submitted to the Appointing Authority, who decides on the appointment of the successful candidate(s) and the establishment of a reserve list for the post advertised. Candidates should note that inclusion on the reserve list does not guarantee recruitment. Recruitment will be based on availability of posts and budget.

The reserve list may be used by other units or services in order to fulfil the same or similar positions within Eurojust.

The reserve list for this post will be valid until **31 December 2010** and may be extended at the discretion of the Appointing Authority of Eurojust.

4. Contractual conditions

The Appointing Authority will appoint the successful candidate(s) as (a) member(s) of the contract staff pursuant to Article 3(a) of the Conditions of employment of other servants of the European Communities, to which he/she will be subject, for a period of **3 years**. The contract may be renewed.

Remuneration will be based on the Community scale of salaries. Pay is subject to Community tax and other deductions laid down in the Staff Regulations. Remuneration is, however, exempt from any national taxation.

The grade for this position is: **FG I**. The basic monthly salary of a contract agent in the first step at FG I grade 1 is approximately EUR 1780, before any deductions or allowances.

The place of employment will be The Hague, where Eurojust has its official seat.

Prior to contract signature, the successful candidate will be requested:

- to provide Eurojust with original or certified copies of all relevant documents proving the candidate's eligibility criteria, including an extract from the candidate's police file; and
- to undergo a compulsory medical examination to establish that the candidate meets the standard of physical fitness necessary to perform the duties involved.

For any further information on the contractual and working conditions please refer to the Staff Regulations of Officials of the European Communities and its Conditions of employment of other servants of the European Communities which is available on the following web page:

http://ec.europa.eu/dgs/personnel_administration/statut/tocen100.pdf

Confirmation of appointment and security clearance

Contract staff are required to serve a probationary period of six months. Successful applicants may be required to undergo a security vetting and clearance procedure.

Declaration of commitment to serve public interest independently

The successful candidate will be required to make a declaration of commitment to act independently in the public interest and to make a declaration in relation to interests that might be considered prejudicial to his/her independence.

The successful candidate will be required to carry out his/her duties and conduct him/herself solely with the interests of the Communities in mind; he/she shall neither seek nor take instruction from any government, authority, organisation or person outside his/her institution. He/she shall carry out the duties assigned with objectivity, impartially and loyalty to the Communities.

Equal opportunity

EUROJUST applies a policy of equal opportunity for men and women and accepts applications without distinction on grounds of sex, race, colour, ethnic or social origin, genetic characteristics, and language, religious, political or other convictions

or opinions, financial situation, disability, age, sexual orientation, marital status or family situation.

5. Submission of applications

Your E-application must arrive at the following e-mail address: applications@eurojust.europa.eu by 25 September 2009 at midnight CET.

Please indicate the **reference number on the application form, in the heading of your e-mail and in all future correspondence relating to this application.**

Candidates must use the E-application form available on the website of Eurojust and must mention the reference number and the title of the post for which they are applying. All the questions on the form must be completed in full (*whether or not the candidate decides to attach personal curriculum vitae*). A separate "eligibility and selection criteria grid" available on the website of Eurojust must be returned in respect of each vacancy for which you apply.

The candidate should apply by filling in the E-application form which is available on the website of Eurojust. The E-application must be completed in English and in any one of the other 22 official EU languages¹. The E-application is available on the website of Eurojust in all 23 official EU languages. Eurojust publishes posts in parallel and if the candidate wishes to apply for more than one post, he/she must submit a separate E-application form for each post.

At the second stage, should applicants be invited for an interview, in order for the application to be considered complete, they **must bring with them on the day of the interview photocopies of all the supporting documents (diplomas, certificates, professional references, etc.) necessary to prove that they satisfy all eligibility criteria.** All documentary evidence of professional experience must indicate start and end dates of previous positions and the start date and continuity of the current position held.

Candidates who fail to submit all the documents specified on the date of the interview will be disqualified.

Please note that any documents submitted will not be returned to the candidates.

Application forms sent by fax or by postal mail **will not** be accepted, except for candidates who have a **proven** disability that prevents them from applying via E-application. These candidates may submit by postal mail, no later than the indicated closing date for the submission of applications (the postmark date will serve as proof), a printed version of the E-application form, and mail it with reference number of the selection procedure and title of the post to EUROJUST, Recruitment Office, P.O. Box 16183, 2500 BD The Hague, The Netherlands.

Closing Date: Closing dates for the submission of applications are strictly adhered to. Your E-application must arrive at the following e-mail address **applications@eurojust.europa.eu by 25 September 2009 at midnight CET.** In

¹ Bulgarian, Czech, Danish, Dutch, English, Estonian, Finnish, French, German, Greek, Hungarian, Irish, Italian, Latvian, Lithuanian, Maltese, Polish, Portuguese, Romanian, Slovak, Slovenian, Spanish, Swedish.

the heading of the e-mail the reference number of the post and the title of the post for which a candidate is applying must be mentioned.

To summarise:

*The **E-application form** must be fully completed, in English and in any one of the other 22 official EU languages, in addition to the **Eligibility and Selection Criteria Grid**, no later than the indicated closing date. Applications must be sent to applications@eurojust.europa.eu, mentioning the reference number and the vacancy and title of the position in the header of the e-mail.*

The Human Resources Unit will acknowledge receipt of applications. Due to the volume of applications, only candidates selected for the interviews will be contacted further. Candidates are invited to follow the recruitment process status on Eurojust website.

Please note that the Selection Board's work and deliberations are strictly confidential and that any contact, directly or indirectly, with its members is strictly forbidden.

All personal data collected for any selection procedure to be handled by Eurojust will only be used for its purposes and will in no case be transmitted to any third party. Any data provided will be treated in the strictest confidence and with high standards of security. All documents provided to Eurojust during any selection procedure will be kept in Eurojust's files and will not be returned to applicants. Applicants' documents will only be kept for as long as it is mandatory to fulfil the requirements of existing auditing/control procedures applicable to Eurojust. The Head of the HR Unit of Eurojust acts as controller of such data, which will be collected and further processed in full compliance with all applicable data protection regulations and, in particular, with the rules on the protection and processing of personal data at Eurojust (OJ C 68/1, 19.3.2005). The rights of information, access, correction, blocking and deletion of personal data are guaranteed under these rules.

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