## Job Holder

**Name**

## Job Profile

**Position**  
CONTRACT AGENT FGII

**Job title**  
Administrative Agent - to the Head of Unit, Deputy Head of Unit and the team

**Domains**

- **Generic domain**  
  INTERNATIONAL RELATIONS (generic)
- **Intermediate domain**  
  EXTERNAL RELATIONS
- **Specific domain**  
  EU NEIGHBOURHOOD

**Sensitive job**  
No

**Overall purpose**  
Provide administrative secretarial support and document management services to the Head of Unit, Deputy Head of Unit and the rest of the team.

**Legal disclaimer**
Functions and duties

**OPERATIONAL and ADMINISTRATIVE SUPPORT and RESOURCES**

- Keep and manage planning of the Head of Unit and Deputy Head of Unit agenda, prepare files for meetings
- Respond to general inquiries; ensure dispatch of incoming requests/tasks via Ares and the Unit functional mailbox, and keep track of deadlines. Manage communication flows from/to the functional Unit mailbox
- Dispatch and follow-up inter-service consultations, including replying in DECIDE
- Manage procedures related to missions (MIPS)
- Act as back-up of the Assistant in charge of HR issues (recruitment processes, JDs, ..)
- Maintain the coordination within DG NEAR and other stakeholders.

**INFORMATION and DOCUMENT MANAGEMENT**

- Register and assign incoming correspondence in Ares; finalise and dispatch outgoing correspondence; monitor and ensure follow-up and respect of deadlines by colleagues
- Maintain the ARES filing system, ensure proper filing and retrieve documents; manage the electronic and paper archive according to E-Domec rules
- Manage the incoming correspondence, finalize and transmit outgoing correspondence, prepare documents for transmission
- Access to documents (Gestdem) correspondent of the Unit may be also assigned
- Contribute in the organization of the Units’ collaborative space (Teams, share drive, SharePoint).

**OPERATIONAL and ADMINISTRATIVE SUPPORT and RESOURCES**

- Provide administration support for the organization of internal and external meetings, workshops, conferences and public events
- Ensure checking/sending invitations and agenda, and follow-up requests for information
- Request, coordinate and compile files for the meetings of the Head of Unit and Deputy Head of Unit
- Organize office moves; request and provide office supplies
- Organize the arrival of newcomers in the Unit
- Provide first IT support to the Unit/IT correspondent of the Unit.

**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 assigned by the Unit’s management
- Provide back-up to the Director’s secretariat as required.
- 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.

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**Job requirements**

**Experience**

**ADMINISTRATIVE ASSISTANCE**

Job-Related experience: at least 2 years

Qualifier: essential

**Languages**
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
    □ Word
  □ IT tools and systems for HRM
    □ MIPS (Missions Integrated Processing System)
    □ Sysper2: Time Management / FlexiTime
  □ IT tools and systems for TRANSLATION SUPPORT
  □ IT tools and systems for ARCHIVES, MAIL and DOCUMENT MANAGEMENT
    □ Ares
  □ IT tools for (INFO)GRAPHICS
    □ Page-layout tools

- INTERNAL MANAGEMENT and COORDINATION (DG/Service/Company)
  □ Organisation chart, missions and mandates

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
- Prioritising and Organising
  □ Capacity to deliver in a structured way
  □ Planning capacity
- Resilience
  □ Perseverance
- Working with Others
  □ 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:*