



## EUROPEAN COMMISSION

### Job Description Form

Job description version8 (*Active*)  
Job description version76682 in *NEAR.B.1*  
Valid from06/09/2022until

#### Job Holder

**Name**

#### Job Profile

**Position**

CONTRACT AGENT FGII

**Job title**

Secretary - to the unit

**Domains**

**Generic domain**

EU NEIGHBOURHOOD

**Intermediate domain**

**Specific domain**

**Sensitive job**

No

**Overall purpose**

Provide administrative secretarial support and document management services to the Head of Unit and the Unit in general

**Legal disclaimer**

## Functions and duties

### + OPERATIONAL and ADMINISTRATIVE SUPPORT and RESOURCES

- Answer, filter and transfer telephone calls and give general information to callers; take messages
- Respond to general inquiries; manage communication flows from/to the functional e-mail address of the Unit; manage the diary of the Unit and the Head of Unit
- Take and prepare notes, minutes, routine correspondence, presentations, and other text
- Manage leave and absence records (Sysper), and similar personnel administration formalities
- Prepare and update the events planning
- IT correspondent

### + OPERATIONAL and ADMINISTRATIVE SUPPORT and RESOURCES

- Register and assign incoming correspondence; finalise and dispatch outgoing correspondence; monitor and ensure follow-up and respect of deadlines by colleagues
- 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
- Assign briefing requests (BASIS); monitor and ensure follow-up and respect of deadlines by colleagues
- Assign parliamentary questions; monitor and ensure follow-up and respect of deadlines by colleagues

### + OPERATIONAL and ADMINISTRATIVE SUPPORT and RESOURCES

- 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
- Request, coordinate and compile files for the meetings of the Head of Unit
- Provide first IT support to the Unit/IT correspondent of the Unit

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

- Induction of new secretaries and job allocation between secretaries in agreement with the Head of Unit
- Coordinate and contribute to good communication within the Service, the Directorate General as well as with outside services such as other DGs, the EEAS and the Cabinet
- Perform various other secretarial and administrative tasks as deemed necessary
- Ensure back up of the other assistant as necessary
- Provide administrative support to horizontal sector (Inter-Service Consultations, Quality Review Meetings, Commission procedures)

## Job requirements

### Experience"

#### + SECRETARIAL SUPPORT, OPERATIONAL and ADMINISTRATIVE SUPPORT and RESOURCES

Job-Related experience: at least 2 years

Qualifier: desirable

### Languages

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

## **Knowledge**

- **INFORMATION and DOCUMENT MANAGEMENT**  
**MAIL HANDLING**  
*Mail processing and distribution*
- **COMMUNICATION and PUBLICATION**  
**MISSIONS, MEETINGS and VISITS (incl Protocol Service)**  
*Video conferencing equipment and standards*  
**CONFERENCES and EVENTS**  
*Conferences, exhibitions, meetings*  
**PRINTING and PAPER PUBLISHING**  
*Quality standards for paper and electronic publications*
- **IT TOOLS for SPECIFIC APPLICATION AREAS**  
**IT tools for OFFICE AUTOMATION**  
*Eurolook*  
*Functional mailboxes*  
*Outlook*  
*Powerpoint*  
*Word*  
**IT tools and systems for HRM**  
*Sysper2: Appraisal*  
*Sysper2: Job Information System (JIS)*  
*Sysper2: Time Management / FlexiTime*  
*Sysper2: Vacancies*  
**IT tools and systems for ARCHIVES, MAIL and DOCUMENT MANAGEMENT**  
*Ares*  
**IT tools and systems for COMMUNICATION and PUBLICATION**  
*EU institutions databases & websites*  
*Intranet management*

## **Competences**

- **Communicating**  
*Ability to understand and be understood*  
*Capacity to present issues to an audience*  
*Drafting skills*
- **Delivering Quality and Results**  
*Ability to identify user's needs*  
*Ability to work in a proactive and autonomous way*  
*Client orientation*
- **Prioritising and Organising**  
*Capacity to deliver in a structured way*  
*Coordination skills*
- **Resilience**  
*Perseverance*
- **Working with Others**  
*Ability to work in a team*  
*Confidentiality*  
*Knowledge sharing*  
*Sociability skills*

## **Job Environment**

**Organisational entity**

*Presentation of the entity:*

The DDG2 is responsible for the management of the Southern Neighbourhood, Turkey, Migration/ Refugees and Security Issues. This includes the supervision of Directorate NEAR.A for the portfolios related to units A1, A2 and A5 and Directorate NEAR.B.

***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:*

***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:*