



**External Vacancy for a post of Operations Officer, Caseworker Coordinator, Caseworker Officer
(Contract Agent, FG IV) in the European Asylum Support Office (EASO)**

REF.: EASO/2020/CA/007

Publication	External
Title of Function	A) Operations Officer B) Caseworker Coordinator C) Caseworker Officer

1. WE ARE

The European Asylum Support Office (hereinafter referred to as "EASO"), established by Regulation 439/2010¹, 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 asylum mainly through training, quality activities, country of origin information (COI), statistics and analysis, specialized expert networks, practical cooperation workshops, 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>).

The headquarters of EASO are located in Valletta Harbour (Malta).

¹ 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).



2. WE PROPOSE

The **Operations Officer**, **Caseworker Coordinator** and **Caseworker Officer** will be working in the Country Operations Unit within the Cyprus Operational Office.

Candidates are required to **make a choice between not more than two of the three profiles** (Operations Officer, Caseworker Coordinator or Caseworker Officer), for which the tasks are the following:

A) Operations Officer

The Operations Officer will be working in the Cyprus Operational Office within the Country Operations Unit under the guidance of the Head of the Office. The Operations Officer will support the coordination of the implementation of the Measures of the Operating Plan. The tasks are the following:

1. Provide support to the Cyprus Operating Plan Measure Coordination;
2. Provide support to activities related to access to asylum procedure, registration, reception and backlog management of first and second instance cases under the direct supervision of the Operations Coordinator and in line with EASO Standard Operating Procedures (SOP);
3. Provide technical guidance and support to the teams based in the same office and/or based in different locations, for the adequate implementation of programme activities of the Operating Plan's Measure under her/his responsibility;
4. Ensure effective management of the teams' works, including timely scheduling of activities;
5. Supervise the work of (field office) staff and any other staff assigned within the Sector as necessary;
6. Support the Operations Coordinator and the Head of the Cyprus Operational Office in the design and planning of the annual and multi-annual programmes;
7. Ensure effective communication flow between the central office and teams/stakeholders in different locations;
8. Participate in meetings and liaise with internal and external stakeholders and provide updates and reports on the functioning of teams and general operations;
9. Report on activities and support the Operations Coordinator and the Head of the Cyprus Operational Office in preparing material for regular reporting to EASO Management and input for other policy documents on issues relating to assigned projects / programmes within the Office;
10. Support the effective monitoring and evaluation of the Office's operations at field level by developing, implementing and monitoring productivity reports and regular analytical and statistical reports of provided services and challenges in close coordination and collaboration with the horizontal teams concerned;



11. Support the Office in developing and implementing operational support tools;
12. Participate in the amendment of the SOPs, workflows and templates if needed;
13. Perform any other tasks in the interest of the service, relevant for the specific profile.

B) Caseworker Coordinator

The Caseworker Coordinator will, be part of an international team of experts on the processing of applications for international protection, following the relevant detailed Standard Operating Procedures and EU asylum acquis and in accordance to the instructions of the EASO Measure/Field Coordinator and/or Operations Coordinator. The tasks are the following:

1. Oversee a team of caseworkers, including the organisation and management of assignment of tasks, and monitoring of the productivity of the caseworkers;
2. Perform a consistent review of transcripts of interviews and draft recommendations of the team members;
3. Provide guidance and instructions to caseworkers, ensuring correct implementation of the Standard Operating Procedures and of all EASO quality guidance;
4. Oversee the scheduling and the planning of the interviews together with the caseworkers, operations assistant and the interpreters;
5. Support the Operations Officer and Quality Officer on quality issues, as requested;
6. Monitor case management and report on statistics including the size of the pending caseload (or backlog), case processing capacity, trends in decision-making and profiles of asylum seekers;
7. Perform research of country of origin (COI) information for the needs of the processed cases, and share with the other teams and/or supervisors in cooperation with the COI Officer;
8. Regularly and actively cooperate with the Cypriot Asylum Service on quality reviews of drafted recommendations and new developments in the Cypriot asylum context;
9. Coordinate with other EASO colleagues (e.g. Team Leaders, Vulnerability Team, Quality Officers) on matters related to interviews for international protection and recommendation reports on the merits of the cases;
10. Provide regular analytical and statistical reports of provided services and challenges;
11. Participate in trainings, workshops and meetings;
12. Support the update, understanding of and implementation of all developments in guidance, quality feedback and SOPs;



13. Conduct interviews with applicants for international protection and draft the related recommendations, if needed;
14. Perform any other tasks in the interest of the service, relevant for the specific profile.

C) Caseworker Officer

The caseworker will work as a member of an international team of experts on the processing of applications for international protection, following the relevant detailed Standard Operating Procedures (SOPs) and EU asylum acquis and in accordance with the instructions of the appointed team leader and the EASO Field Coordinator and/or Operations Officer. The tasks are the following:

1. Conduct interviews of applicants for international protection;
2. Draft/prepare recommendations on applications for international protection, including follow-up and ad-hoc research on complex cases;
3. Provide information to applicants on the different stages of the asylum procedure; Research Country of Origin Information (COI) for the needs of the processed cases;
4. Participate in trainings, workshops and meetings;
5. Support the update, understanding of and implementation of all developments in guidance, quality feedback and SOPs;
6. Provide regular analytical and statistical reports of provided services and challenges;
7. Work in close consultation with the vulnerability experts and ensure cooperation with interpreters and quality of the interpretation;
8. Performing daily administrative tasks, necessary to complete the case's file, as needed;
9. Perform any other tasks in the interest of the service.

3. WE LOOK FOR

A) Eligibility criteria

Candidates will be considered eligible for selection on the basis of the following formal criteria to be fulfilled by the deadline for applications:



1. Have a level of education that corresponds to completed university studies of at least 3 years attested by a diploma²;
2. Be nationals of one of the Member States of the European Union, Liechtenstein, Norway and Switzerland;
3. Be entitled to their full rights as citizens;
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 of these languages to the extent necessary for the performance of the duties pertaining to the post³;
6. Meet the character requirements for the duties involved⁴;
7. Be physically fit to perform the duties linked to the post⁵.

B) Selection criteria

If the eligibility criteria set out in section A) *Eligibility criteria* are met, the candidates' applications will be evaluated on the basis of the following selection criteria. The most suitable candidates will be invited to an interview.

Profile A) Operations Officer

Essential

1. Proven professional experience in similar tasks related to programme or project management for at least 3 years;

² Only diplomas issued by EU Member State authorities and diplomas recognised 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 recognised 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.

³ See https://epso.europa.eu/how-to-apply/eligibility_en

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

⁵ 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.



2. Proven professional experience of asylum, reception and migration contexts and procedures;
3. Proven professional experience in drafting templates, documents and reports;
4. Thorough Knowledge (level C1 in all dimensions as per the Common European Framework of Reference for Languages or CEFR) of English.

Advantageous

1. University degree in the field of Law, Political Science, International Relations, Humanitarian and social Studies or other relevant subjects;
2. Very good understanding of the Cypriot asylum, migration and reception context;
3. Previous experience within an international, interdisciplinary and multicultural environment;
4. Prior experience working with local governments and stakeholders in the implementation of projects;
5. Satisfactory knowledge (level B2 in all dimensions as per the CEFR) of Greek.

Profile B) Caseworker Coordinator

Essential

1. Proven professional experience in processing applications for international protection of at least 3 years;
2. Proven professional experience in team management;
3. Proven professional experience in drafting templates, documents and reports;
4. Thorough Knowledge (level C1 in all dimensions as per the Common European Framework of Reference for Languages or CEFR) of English.

Advantageous

1. University degree in the field of Law, Political Science, International Relations, Humanitarian and Social Studies or other relevant subjects;
2. A very good understanding of the Cypriot migration and asylum context;
3. A post-graduate degree in a relevant thematic field for the position will be considered as an asset;
4. Trained in EASO core modules such as Inclusion, Evidence Assessment and Interview Techniques.



Profile C) Caseworker Officer

Essential

1. Demonstrated relevant professional experience in interviewing people looking for international protection and reviewing asylum cases;
2. Proven professional experience in drafting templates, documents and reports;
3. Thorough Knowledge (level C1 in all dimensions as per the Common European Framework of Reference for Languages or CEFR) of English.

Advantageous

1. University degree in the field of Law, Political Science, International Relations, Humanitarian and Social Studies or other relevant subjects;
2. Previous relevant professional experience within an international and multicultural environment, specifically in the field of international protection;
3. Very good understanding of the Cypriot migration and asylum context;
4. Post-graduate degree in a thematic field relevant to the position;
5. Trained in Inclusion, Evidence assessment and Interview Techniques.

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 Section⁶, and the following additional criteria relevant to the post:

Profile A) Operations Officer

1. Excellent planning and organisational skills;
2. The ability to prioritise work and deliver under pressure;
3. The ability to work under minimal supervision on multiple tasks;
4. Excellent intercultural/interdisciplinary communication skills;
5. Excellent analytical capabilities and problem-solving skills;

⁶ If applicable. Some of the selection criteria, which cannot be tested during the interview/test phase (like for example post-graduate degrees), will be excluded from the assessment during the interview/test phase.



6. Good communication skills and well-developed interpersonal skills;
7. Knowledge of the mission and organisation of EASO;
8. Computer literacy, including MS Office applications (Word, Excel), use of internet and web-based applications;
9. Attention to confidentiality and integrity.

Profile B) Caseworker Coordinator

1. Excellent planning and organisational skills;
2. The ability to prioritise work and deliver under pressure;
3. Strong service-oriented attitude and flexibility;
4. Attention to details;
5. Attention to confidentiality and integrity;
6. Excellent verbal and written communication skills;
7. Ability to work co-operatively in a team in an international and multicultural environment;
8. Excellent analytical capabilities and problem-solving skills;
8. Computer literate, including MS Office applications (Word, Excel), use of internet and web-based applications;
9. Knowledge of the mission and organisation of EASO;
9. Excellent leadership skills;
10. Proven team management skills.

Profile C) Caseworker Officer

1. Excellent planning and organisational skills;
2. Excellent drafting skills;
3. The ability to prioritise work and deliver under pressure;
4. Ability to work effectively in challenging situations, including field locations;



5. Strong service-oriented attitude and flexibility;
6. Attention to details;
7. Attention to confidentiality and integrity;
8. Excellent verbal and written communication skills;
9. Ability to work co-operatively in a team in an international and multicultural environment;
10. Knowledge of the mission and organisation of EASO;
11. Computer literate, including MS Office applications (Word, Excel), use of internet and web - based applications;
12. Excellent analytical capabilities and problem-solving skills.

4. SELECTION AND APPOINTMENT

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).

Eligibility of candidates will be assessed by a Selection Committee according to compliance with all eligibility criteria by the closing date for the submission of applications.

The applications of the eligible candidates will also be assessed against the selection criteria. Following this assessment, the best ranking candidates may be invited for a written competency test and an interview, which will be held in English.

The interview will consist of 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 of the present Vacancy Notice.

Candidates invited to an interview will be required to bring **originals and copies** of the documents listed below:

- A document proving their citizenship (e.g. passport);
- Certificates attesting their educational and professional qualifications, in particular those giving access to the profile in question;



- Documentation evidencing the professional experience acquired after the obtaining the qualification that enabled the candidate to be eligible for the post. The documents must clearly indicate exact dates of employment (start date and end date), type of employment (part-time or full-time) and the nature of the duties carried out.

Important note:

Due to the current COVID-19 situation, 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 and the presentation of the above requested documents.

The Selection Committee will propose a shortlist of successful candidates to the Appointing Authority. These will then propose the most suitable candidate and establish a reserve list for the post in question. Candidates shall note that inclusion on the reserve list does not guarantee recruitment. Recruitment will be based on availability of posts and budget.

The reserve list for this post will be valid until 31 December 2020 and may be extended at the discretion of the Appointing Authority.

Prior to signing the contract, 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 Contract 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 Contract Agent according to Article 3a of the CEOS for a period of 1 year which may be renewed once, subject to budget availability. The Contract Agent post in question will be placed in group FG IV.

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

The pay for a **Contract Agent FG IV (grade 13, step 1)** consists of a basic salary of **EUR 3,531.26** weighted by the correction coefficient (for Cyprus currently 78,9 %) supplemented with various allowances, where appropriate, such as 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 Contract Agents please refer to CEOS:
<http://eur-lex.europa.eu/LexUriServ/LexUriServ.do?uri=CONSLEG:1962R0031:20140101:EN:PDF>

The place of employment is **Cyprus (several locations)**.

7. APPLICATION PROCEDURE

For applications to be valid, candidates shall:

- **Submit their online application electronically solely via [EASO online application system](#)**
- Submit their online application within the deadline
- Fully complete all sections in English

Applications sent by any other means will not be accepted.

In order to submit an online application, candidates must create an account using a valid email address. All candidates will receive an acknowledgement of receipt of their successfully submitted application.

After consulting the [Candidate Application Guide](#) candidates may address any additional queries regarding recruitment applications@easo.europa.eu. The subject of the e-mail should include the reference of this vacancy, followed by the candidate's surname.

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 English⁷.

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

Closing date:

The closing date for submission of the applications is **1 December 2020 at 13:00h** (Malta time). EASO will disregard any application received after that 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.

⁷ In case there are discrepancies between the different linguistic versions, the English version should be taken as the correct version



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 Valetta, 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 Niedergrünwald
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.