

**DEADLINE EXTENDED****VACANCY NOTICE FOR:  
HEAD OF ICT, FACILITIES AND GENERAL SERVICES**

Deadline for applications	<b>26/01/2022 – 13:00 Greek time (CET+1)</b>
Reference	Cedefop/2021/05/AD
Type of contract	Temporary agent 2f (1)
Function group/grade	AD 8 (2)
Initial contract duration	5 years renewable
Place of employment	Thessaloniki (Greece)

We are looking for a highly motivated professional, with sound experience in managing infrastructure projects, to lead Cedefop's ICT, facilities and general services (3).

## 1. IS THIS JOB FOR YOU?

Your role shall be to establish and lead a newly created Service which will bring together ICT, facilities, and general services. The mission of the service will be to ensure that the Agency is making the most of digital technologies in a safe, efficient and modern working environment.

The service will be part of the Department for Resources and Support and you will report to the Head of Department. Other services in the Department are Human Resources and Finance and Procurement.

Your key responsibilities:

You will define, in consultation with the Head of Department, the objectives of the service within the overall strategic planning of Cedefop, and ensure and monitor their achievement, in particular:

- oversee the digitalisation of the Agency, i.e. the design and implementation of information systems and solutions required to enable and support the activities of the Agency in a secure manner:

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(1) [Staff Regulations of Officials and the Conditions of Employment of Other Servants of the European Union](#)

(2) Internal and interagency mobility: Internal and interagency candidates in the grade AD8-AD9 may apply, and the selected candidate shall conclude a contract of employment in accordance with Cedefop's rules.

(3) General services include: post management, mail registration as well as cafeteria/restaurant services to staff and Cedefop's conference centre.

- drive the execution of the ICT and digitalisation strategy of the Agency <sup>(4)</sup>, i.e. provide guidance and leadership in the coordination, management and follow-up of the implementation of strategic ICT initiatives;
  - ensure that the Agency avails of modern ICT infrastructure (hardware, PCs and servers, software, network, telecommunications) as well as audio-visual equipment necessary for the accomplishment of its tasks.
- upgrade and modernise Cedefop's infrastructure management, incl. the design of modern office space and the implementation of Cedefop's greening strategy, i.e. a comprehensive set of measures to reduce Cedefop's carbon emissions and footprint;
  - oversee the efficient functioning of the Agency's building, meeting rooms and premises, i.e. preventive and corrective maintenance of civil assets and technical installations, design and refurbishment of premises and of Cedefop's meeting rooms and its audio-visual equipment;
  - within the area of responsibility, foster good working conditions contributing to the well-being of staff, while ensuring compliance with applicable health and safety regulations and oversee the implementation of security-related policies as security coordinator;
  - participate in relevant inter-agency networks (e.g. the inter-agency ICT and greening networks) and working groups and handle relations with local authorities on safety, security and building-related matters.

You will use extensively your team leadership, organisational and management skills to ensure the sound and efficient management of the staff, budget and technical resources of the service.

You will guide and motivate your staff (a team of 13, of which 6 ICT, 3 facilities and 4 general services) and oversee the execution of an annual budget of about EUR 2.2 million. You will contribute to the teams' effort by accomplishing results, adding value both as leader and as an individual contributor.

The upcoming challenges of the new service for the period 2022-2025 are, among others: to supporting the transition to cloud infrastructure and SaaS solutions while maintaining the highest level of cyber-security and data protection; and capitalising upon the lessons learned from the Covid-19 crisis to modernise the Agency's infrastructure, increase efficiency in managing assets and resources and ensure systematic and concerted effort towards climate neutrality.

## 2. WHY CEDEFOP?

Cedefop is one of the EU's decentralised Agencies. It supports the design of well-informed Union policies on vocational education and training (VET), skills and qualifications and contributes to their implementation. These policies help citizens to acquire the skills they need in today's and tomorrow's society and labour market.

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(4) Pre-selected candidates who accept the invitation to the tests, will receive the Agency's ICT and digitalisation strategy for their information only.

The work of the Agency includes research and policy analysis at EU level to provide innovative evidence, share data and support mutual-learning across EU countries.

Cedefop's areas of work comprise vocational education and training and apprenticeship reforms, current and future skill needs in the labour market, recognition of qualifications and validation of non-formal and informal learning.

Cedefop works together with the European Commission, Member States and social partners. The work of the Agency is governed by a [Founding Regulation](#), which also defines its objectives and tasks.

Cedefop has its seat in Thessaloniki, Greece ([Life in Thessaloniki](#)). The Agency offers an international and stimulating workplace, with about 120 staff from EU countries.

To find out more about Cedefop, visit our [website](#).

### 3. ELIGIBILITY CRITERIA

For your application to be considered eligible, you must fulfil all the following requirements on the closing date for submission of applications:

#### 3.1. **General conditions**

- be a citizen of one of the Member States of the European Union <sup>(5)</sup> and enjoy full rights as a citizen;
- have fulfilled any obligations imposed by the laws on military service;
- be physically fit to perform the duties relating to the post <sup>(6)</sup>.

#### 3.2. **Education and work experience**

- have a level of education which corresponds to completed university studies <sup>(7)</sup> of at least four years attested by a diploma; plus a total full-time professional experience of at least 9 years acquired after achieving the aforementioned qualification;

OR

- have a level of education which corresponds to completed university studies <sup>(7)</sup> of at least three years attested by a diploma; plus a total full-time professional experience of at least 10 years acquired after achieving the aforementioned qualification.

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<sup>(5)</sup> In accordance with the Article 127, paragraph 7(c) of the [Agreement on the withdrawal of the United Kingdom of Great Britain and Northern Ireland from the European Union and the European Atomic Energy Community](#) (OJ 2019/C 384 I/01).

<sup>(6)</sup> Before appointment, the successful candidate must undergo a medical examination.

<sup>(7)</sup> Only qualifications issued by EU Member State authorities and qualifications recognised as equivalent by the relevant EU Member State authorities (e.g. Naric) will be accepted. Degrees issued by an UK educational institution before the Brexit are valid and thus no certification of equivalency is needed.

### 3.3. *Language skills*

Have a thorough knowledge of one of the languages of the European Union and a satisfactory knowledge of another language of the European Union <sup>(8)</sup>.

Non-compliance with any of these eligibility criteria will result in your exclusion from the selection process and your application will not be evaluated further.

## 4. Selection phase

The selection will be carried out by a selection panel appointed by the Executive Director.

The selection panel will assess all eligible applications (see Section 3) against the selection criteria described in this Section 4, using as a reference the description of the role in Section 1 of the vacancy notice.

The selection panel may be assisted by an external consultant in the assessment of applications, the preparation of interviews or the communication with candidates.

The selection procedure will be organised in several stages.

### 4.1. *Preselection based on the application documentation*

Your application will be assessed by the selection panel, based on the information contained in the **motivation and preselection form** (see Section 7. 'How to apply?').

It is important that you explain explicitly in the motivation and preselection form how you meet (a) the essential preselection criteria and (b) the other preselection criteria. The assessment of both (a) and (b) is carried out solely based on the motivation and preselection form. Other application documents are only used by the selection panel to offer supporting evidence of the information included in the motivation and preselection form.

#### (a) Essential preselection criteria

For your application to be considered further, you must meet all the below essential criteria:

- at least 8 years' recent experience <sup>(9)</sup> in ICT and/or facility management in an office-based environment;
- at least 10 years' recent experience in managing complex projects in the fields of ICT and/or facilities in an office-based environment;
- a degree in ICT, electrical and electronic, mechanical or computer engineering or similar to these degrees, at EQF level 6 and above;
- English: at least level C1 in all dimensions as per the CEFRL <sup>(10)</sup>.

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<sup>(8)</sup> Satisfactory knowledge is considered level B2 or above as defined in the [European Language levels – Self-assessment Grid](#). Knowledge of a third language of the European Union is necessary for the first promotion after recruitment.

<sup>(9)</sup> 'Experience' refers to professional experience acquired in a full-time job. Experience acquired in part-time job will be reduced proportionally (e.g. one year working 50% equals 6 months).

<sup>(10)</sup> Level C1 or above as referenced in the [Common European Framework of Reference](#).

Only if your application meets all the above essential preselection criteria it will be scored against the other preselection criteria listed below under 4.1 (b).

(b) Other preselection criteria

The non-fulfilment of one or more of these other preselection criteria will not result in your exclusion from the preselection process but may affect your score and thus your chances of being invited for test and interview.

The criteria below are presented in order of priority:

- professional experience in leading a service, unit or team of 5 people or more;
- proven track record of playing a leading role in the design and implementation of ICT strategies and in managing successful digital transformation in organisation(s);
- applied experience with environmental management and other carbon footprint reduction projects in organisation(s);
- professional experience in planning and monitoring budget;
- planning and implementing public call for tenders for infrastructure-related expenditure;
- international professional experience, preferably in an EU institution;
- experience in modern workplace design and activity-based workplace management.

Around 10 eligible candidates, who obtain the highest scores in this phase, and at least 50% of the maximum score for the above other preselection criteria, will be invited for a written test.

#### **4.2. *Written test and interview***

This stage of the selection procedure will allow you to prove your suitability for this post.

(a) Written test

The written test will assess your:

- ability to think strategically and innovatively about ICT and infrastructure management;
- ability to translate organisational priorities into technical project(s) requirements;
- ability to express complex technical information to a wide range of audiences in a straightforward, concise and accurate way in English.

The selection panel will assess the written test anonymously. Only candidates who obtain at least 50% of the maximum score for the written test will be invited to take part in interviews with the selection panel.

The written tests are planned to take place **in the course of March 2022**, but this may still be subject to change.

(b) Interview

The interview will cover the following areas of professional experience and behavioural competences:

- thinking and acting strategically;
- building trust and cooperative working relationships at all levels of the organisation;

- leading and empowering staff within a diverse team;
- having service mindset;
- communicating clearly, convincingly and effectively, in English.

The interviews are planned to take place 3 to 4 weeks after the written test.

Further information on the organisation of the tests and interviews, which will take place remotely, will be provided upon invitation.

(c) Final score

The written test and the interview will each count for 50% of the final score.

## 5. LIST OF SUITABLE CANDIDATES AND APPOINTMENT

Following the tests and interviews, the selection panel will propose the most suitable candidate(s) for this post to be placed on the list of suitable candidates.

In order to be proposed to be placed on the list of suitable candidates you must obtain a minimum of 60% overall score and minimum 50% of the scores for the written test and the interview, respectively.

Pending availability of a post, the Executive Director will appoint the successful candidate to this post from the list of suitable candidates.

A second interview may also be organised with candidates placed on the list of suitable candidates prior to taking the final decision. The second interview will assess further the suitability of the candidate for the post in view of the main functions and duties that it entails.

The job offer to the successful/most suitable candidate will be made only after the necessary supporting documents have been provided by the candidate and Cedefop HR service has confirmed their completeness and integrity.

The appointed candidate will undergo a probation period of 9 months.

The list of suitable candidates **may** be used for future recruitment for the position advertised in the notice of vacancy, however, inclusion in the list does not guarantee recruitment.

The list is valid until 30 June 2023. The Executive Director may extend the validity of the list. The status of the reserve lists can be consulted on [Cedefop's website](#).

## 6. WHAT DO WE OFFER?

- temporary agent 2f with an initial duration of 5 years (renewable);
- function group/grade AD 8 (or AD 9 for internal or inter-agency candidates);
- the monthly basic salary for grade AD 8 step 1 is 7,122 EUR, and is multiplied by the corrective coefficient for Greece (currently 81.4 % and reviewed annually <sup>(11)</sup>);
- salaries are subject to a Union tax deducted at source and are exempt from national taxation;
- depending on the individual family situation and the place of origin, the jobholder may be entitled to expatriation allowance (16% of the basic salary), household allowance, dependent child allowance, education allowance, pre-school allowance, installation allowance, reimbursement of removal costs, initial temporary daily subsistence allowance, VAT exemption allowance on certain goods for a period of a year;
- example of net monthly salaries as currently applicable:

AD 8 – Step 1 Net salary		
Minimum final net salary (without any allowances)	Final net salary with expatriation allowance	Final net salary with expatriation, household, one child and education allowances
4,372 EUR	5,300 EUR	6,637 EUR

- additional financial support for the schooling of children;
- annual leave entitlement of two days per calendar month plus additional days for age, grade, home leave if applicable, and in addition circa 18 public holidays per year;
- EU Pension Scheme (after 10 years of service);
- EU Joint Sickness and Insurance Scheme (JSIS), accident and occupational disease coverage, unemployment, invalidity allowance and insurance;
- professional training and development opportunities;
- flexible working arrangements, including teleworking.

Further information regarding rights, conditions of employment and benefits can be found in the [Staff Regulations of Officials and the Conditions of Employment of Other Servants of the European Union](#).

## 7. HOW TO APPLY?

Please submit your application by **Wednesday 26 January 2022, 13:00 Greek time (CET+1)**, through the online system.

We strongly recommend that you read the instructions to applicants and the [frequently asked questions](#) before you start filling in your application.

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<sup>(11)</sup> Pending formal decision of the European Commission, the '[Eurostat report on 2021 annual update of remuneration and pensions of EU staff](#)' provides that salaries will be increased by 1.9% and the weighting factor (also known as 'correction coefficient') will increase to 85.2%, with retroactive effect as of 01/07/2021.

To register and apply, please go to the [vacancies section on Cedefop's website](#), click on the name of the vacancy notice and follow the instructions.

In addition to filling in the online application you must attach:

- the motivation and preselection form duly filled in;
- a detailed CV preferably in the [Europass format](#);
- a copy of your degrees(s). You must **always** attach your undergraduate degree (e.g. Bachelor). Subject to the requirements of the selection criteria, postgraduate diplomas (e.g. Master, PhD) and certificates may also be attached.

The online application, the motivation and preselection form and the CV must be submitted in English.

Please note that the assessment of both (a) essential preselection criteria and (b) other preselection criteria (Section 4.1. (a) and (b) of this vacancy notice) **is carried out solely based on the motivation and preselection form**. The motivation and preselection form is available and should be downloaded [here](#). It is compulsory to use the template provided. If the motivation and preselection form is missing or if its wording has been altered or any of the criteria have been deleted, your application is considered incomplete.

Other application documents are used by the selection panel to offer supporting evidence of the information included in the motivation and preselection form, if necessary.

Incomplete applications, applications received after the deadline or sent by e-mail/post, will be rejected.

Candidates are strictly forbidden to make any contact relating to this selection process with the selection panel and the Executive Director, or members of Cedefop's management, either directly or indirectly. Any infringement of this rule will lead to disqualification from the selection process.

## 8. EQUAL OPPORTUNITIES

Cedefop applies a policy of equal opportunities and accepts applications without distinction on any grounds.

## 9. PROTECTION OF PERSONAL DATA

Cedefop ensures that applicants' personal data are 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 and on the free movement of such data. You can find detailed information on how personal data is processed in the context of the selection procedures in the [privacy statement](#).

## 10. DECLARATION OF COMMITMENT TO SERVE PUBLIC INTEREST INDEPENDENTLY

The successful candidate will be required to sign a declaration of commitment to act independently in the public interest and to sign a declaration in relation to interests that might be considered prejudicial to his/her independence. Applicants must confirm their willingness to do so in their application.

## 11. APPEAL PROCESS

If a candidate considers that s/he has been adversely affected by a particular decision, he/she has the possibility, **within three months** after being informed of the decision concerning his/her application, to lodge a complaint under Article 90(2) of the Staff Regulations of Officials and Conditions of Employment of Other Servants of the European Union.

The complaint has to be submitted to:

CEDEFOP  
The Executive Director  
EUROPE 123  
'SERVICE POST'  
GR – 570 01 Thessaloniki

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, a candidate may request judicial review of the act. For details on how to submit a judicial appeal and how to determine the deadlines, please consult the website of the [General Court](#).

Any citizen of the European Union or any natural or legal person residing in a Member State may make a complaint for maladministration pursuant to Article 228(1) of the Treaty on the Functioning of the European Union. Please consult the website of the [European Ombudsman](#) for further information on the arrangements for complaints to the Ombudsman.

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 Conditions of Employment of Other Servants for lodging complaints or submitting an appeal pursuant to Article 270 of the Treaty on the Functioning of the European Union;
- under Article 2(4) of the [General conditions governing the performance of the Ombudsman's duties](#), any complaint lodged with the European Ombudsman must be preceded by the appropriate administrative approaches to the institutions and bodies concerned.