

## The ETF (European Training Foundation) is seeking to recruit a Corporate Performance Management Officer (Contract Agent – Function group IV)

### Is this job for you?

Do you have in-depth experience in organisational performance management?

Can you advise on actions for organisational improvement and innovation?

Are you a great communicator, transforming complex concepts into concise and understandable ones?

Do you enjoy teamwork in a dynamic international environment?

If so, this could be the job for you.

**Send us your application by 11 March 2016**, following the instructions on page 4 carefully.

### What are we offering?

**Contract:** Contract Agent – Function group IV

**Contract duration:** 3 years

**Probation period:** 9 months

**Typical salary for FG IV:** for a single employee with up to 7 years of relevant work experience, with no expat allowance: approximately Euro 2,700 net/month. For an employee with up to 7 years of relevant work experience, and with expat allowance and 1 child: approximately Euro 4,000 net/month.

### Who are we?

The European Training Foundation (ETF) is an EU agency that helps transition and developing countries<sup>1</sup> to reform their education, training and labour market systems.

At the ETF we believe that the development of human resources through education and training is vital in encouraging sustainable economic growth, employability and social inclusion in transition countries.

Our purpose is to improve people's lives, increase prosperity and create sustainable growth. Our work in human capital development is inspired by the related EU internal policies and is part of the EU's external relations policy.

*Find out more about the ETF and what we do: [www.etf.europa.eu](http://www.etf.europa.eu).*

### What's life in Turin like?

Turin has about a million inhabitants and is situated in the north west of Italy. The city has a rich culture and history and is becoming increasingly known for its art galleries, restaurants, palaces, parks, museums, gardens and theatres.

*Find out more about [Turin on our website](#).*

### Where's the job in the organisation?

The job will be in the Corporate Performance Department (CPD).

The main responsibilities of the Corporate Performance Department are:

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<sup>1</sup> The ETF partner countries and territories are: Albania, Algeria, Armenia, Azerbaijan, Belarus, Bosnia and Herzegovina, Egypt, former Yugoslav Republic of Macedonia, Georgia, Israel, Jordan, Kazakhstan, Kosovo (this designation is without prejudice to positions on status, and is in line with UNSC 1244 and the ICJ Opinion on the Kosovo Declaration of Independence), Kyrgyzstan, Lebanon, Libya, Montenegro, Morocco, Palestine, Republic of Moldova, Russia, Serbia, Syria, Tajikistan, Tunisia, Turkey, Turkmenistan, Ukraine, Uzbekistan.

- Corporate planning and reporting;
- Internal control, quality, audit and risk management;
- Business process management;
- Activity monitoring, evaluation and reporting;
- Stakeholders' coordination;
- Governing Board related activities organisation and coordination.

To support ETF overall performance and organisational improvement, the CPD has drawn up a Performance Management Framework 2012-7<sup>2</sup> (Director's decision ref: ETF/12/DEC/010). The Framework includes the corporate management processes and practices that ensure compliance with the ETF's regulatory requirements as a European public organisation. It also provides a basis for the ETF's performance improvement. These may derive from the compliance actions (such as results from audits, internal control), and/or opportunities for development and innovation actions which enable ETF to anticipate, evaluate and proactively respond to shifts in its external environment.

## Job profile

As Corporate Performance management Officer, the jobholder will support ETF's development and transformation by:

### KEY ACCOUNTABILITIES

- Coordinating the portfolio of all the ETF's performance improvement actions in line with the ETF Performance Management Framework. This includes definition and planning of such actions and ensuring their monitoring and impact assessment. The Corporate Performance Management Officer will also ensure that this portfolio is fully communicated internally within the ETF;
- Advising on actions for organisational improvement and innovation, drawing on internal and external assessment of ETF performance and its environment. This includes communicating and clarifying expectations both from management to staff and vice versa in terms of development and innovation;
- Contributing to building a culture and capability for organisational improvement and innovation within the ETF staff and units to enable all staff, managers and teams to develop their own skills, performance and behavior and take their responsibilities in their respective area. This includes inspiring the senior team to effectively manage change.

He /she will report to the Head of the Corporate Performance Department.

## Eligibility Criteria

To be considered eligible, you must satisfy the following requirements on the closing date for the submission of the applications:

- 1 Be a national of one of the Member States of the European Union;
- 2 Enjoy full rights as a citizen;
- 3 Have fulfilled any obligations imposed by law concerning military service;
- 4 Be physically fit to perform the duties linked to the post;
- 5 Have a level of education which corresponds to completed university studies of at least three years attested by a diploma, followed by at least one year of appropriate professional experience;  
N.B.: Only diplomas that have been awarded in EU Member States or that are the subject of equivalence certificates issued by the authorities in the said Member States can be taken into consideration.
- 6 Have a thorough<sup>3</sup> knowledge of one of the languages of the Union and have a satisfactory<sup>4</sup> knowledge of another language of the Union, to the extent necessary for the performance of the duties.

Moreover you must be able to serve a full 3-year term before reaching the retirement age of 66.

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<sup>2</sup> Annex 1 – ETF Performance Management Framework 2012-17

<sup>3</sup> Equivalent to C1 level in all dimensions as defined in the [European framework of reference for languages](#)

<sup>4</sup> Equivalent to B2 level in all dimensions as defined in the [European framework of reference for languages](#)

## Selection Criteria

### EXPERIENCE

Candidates are required to demonstrate at least 3 years of working experience in organisational performance development within an organisation in **at least one** of the following fields:

1. Organisational improvement through innovative solutions;
2. Change management;
3. Business process management.

In addition, candidates are required to possess the technical competences and core skills listed below:

### TECHNICAL

- Very good skills in managing processes and methodologies for organisational performance improvement;
- Very good skills in drafting reports;
- Very good<sup>5</sup> writing, reading, speaking and listening skills in English.

### CORE

- Very good analytical skills – i.e. the ability to grasp and analyse complex and wide-ranging questions, issues or information, to tackle issues and problems in a logical, step by step way, to have a systematic approach to analysing ETF issues;
- Very good communication and negotiating skills including public speaking skills – i.e. the ability to organise and present (in oral and written terms) information, express opinions, views and concepts in a concise, understandable and interesting way for a variety of multi-cultural audiences within the ETF and/or externally;
- Very good team working skills – i.e. the ability to establish and maintain excellent working relations at all levels in the multicultural context of the ETF both at team and individual levels. The ability to share a common goal and the responsibility for achieving it;
- Very good organisational skills – i.e. the ability to properly and efficiently manage different processes, deadlines, rules while respecting high standards of quality and performance.

Furthermore, it would be advantageous to have one or more of the **assets** listed below:

### ASSETS

- Good knowledge of organisational performance management within the EU institutions and or within an EU Member State public administration at a national level;
- Good knowledge and understanding of human capital development issues.

## Selection Procedure

Please note that the Selection Assessment Board's (SAB) work and deliberations are strictly confidential and any contact with them is not allowed. Please be aware that contacting members of the SAB constitutes grounds for disqualification from the selection procedure.

The selection procedure will be carried out in three phases:

### Phase 1 – Screening of CVs

#### 1.1 ELIGIBILITY

Compliance with the **eligibility criteria and the formal requirements** will be assessed on the basis of the form and content of the requested documents (see the "Formal Requirements" paragraph in the section "Submission of applications").

#### 1.2 SELECTION FOR INTERVIEW

On the basis of the CV and the Selection Criteria form provided, the SAB will assess applications against the job profile and the selection criteria. Applicants whose CV and Selection Criteria form are considered to be most in line with the above criteria will be invited for an interview and tests.

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<sup>5</sup> Equivalent to C1 level in all dimensions as defined in the [European framework of reference for languages](#)

## Phase 2 –Interviews and tests

The SAB will assess the competences and skills of the applicants, as well as the declared assets by means of an interview and tests.

This phase is expected to take place in April 2016 and will be held primarily in English.

The interview and technical tests will cover the following areas:

- General aptitude and language skills to the extent necessary for the performance of the duties linked to the post;
- Specific competences according to the job profile;
- Knowledge of European integration and its institutions.

Upon completion of this phase, the SAB will put forward a list of applicants considered the most in line<sup>6</sup> with the job profile for the decision of the ETF Director.

## Phase 3 – Appointment

On the basis of the list proposed by the SAB, the Director will appoint the successful candidate.

The Director may also decide to establish a list of other potentially suitable candidates.

This list will be valid for up to twelve months from the date of its establishment and its duration may be modified by a decision of the Director. Inclusion in this list does not guarantee being offered a job.

When such position becomes vacant or needs to be covered, the Director may offer a job to a candidate in the list whose profile best matches ETF needs at that time.

## Contractual Conditions

The contract of employment that may be offered to the successful candidate is a three-year contract as Contract Agent, Function Group IV, subject to a probation period of nine months.

Contract Agent contracts are in accordance with article 3 (a) of the Conditions of Employment of Other Servants (CEOS) of the European Communities.

Under this type of contract, the employee is bound by the CEOS as well as the relevant Implementing Rules.

The ETF will be bound to the contract of employment offered only in case the successful candidate, prior to the contract signature, has:

- Provided original or certified copies of all relevant documents proving his/her eligibility, including a clean police report;
- Undergone a compulsory medical examination that establishes s/he meets the standard of physical fitness necessary to perform the duties involved;
- Has informed the ETF of any actual or potential conflict of interest and has been considered as having no personal interest such as to impair his/her independence or any other conflict of interest.

### SALARY & BENEFITS

- The salary is based on the Community scale of salaries. Pay is subject to Community tax and other deductions laid down in the Staff Regulations and CEOS of the European Communities. Remuneration is, however, exempt from any national taxation on salary;
- Various allowances, in particular family allowances and expatriation allowance (4% or 16% of basic salary) may be granted where applicable.

## Submission of applications

Candidates are invited to send their applications via the ETF website, "[Work with us- tenders and careers](#)" section.

The **closing date** for the submission of applications is **11 March 2016 at 23.59 (Central European Time)**.

Applicants are strongly advised not to wait until the last day to submit their applications since heavy internet traffic or a fault with the internet connection could lead to difficulties in submission. The ETF cannot be held responsible for any delay due to such difficulties.

### FORMAL REQUIREMENTS:

The following documentation must **all** be provided **in English and by the closing date**:

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<sup>6</sup> Having reached at least 70% of the total score (interview and written test)

- A typed **motivation letter** of no more than one page, explaining why the candidate is interested in this position;
- A **curriculum vitae** using one of the [Europass CV format](#), available on the ETF website (**other formats will not be considered**);
- The form named '**Selection criteria form**' available on the ETF website to indicate how the candidate matches each of the points under the Selection Criteria section, duly filled.

**Please note that only applications submitted online through the ETF website, using one of the [Europass CV format](#) and comprising all information and/or documents listed under “formal requirements” above and in English will be accepted.**

**If any one of the above listed documents is missing or eligibility criteria are not met, the application will not progress any further.**

Due to the high volume of applications, only applicants invited for interview will be contacted further.

The application documents provided during the selection procedure will not be returned to candidates, but will be kept on file at the ETF for as long is necessary for the process and then destroyed.

EU legislation on personal data protection and confidentiality of information will apply to all personal data collected for this selection process.

More information is available in the [Privacy statement for job applicants](#) section of the ETF website.

Applicants who consider that their interests have been prejudiced by any decision related to the selection procedure can take lodge a complaint following the instructions available on the ETF website under the section on [“Appeals”](#).