

ADMINISTRATIVE ASSISTANTS

-  **Vacancy notice for a reserve list**
-  **Contract: contract agent, FG II**
-  **Deadline: 6 March 2024**
-  **Location: Turin, Italy**
-  **Ref: ETF/REC/24/01**

We are

The European Training Foundation is an EU agency working on the development of education, training and labour markets with a difference: we work with countries neighbouring the European Union.

Our mission is to shape a better future for people. We aim at contributing to the social cohesion and sustainable growth of the countries where we work. EU Member States and their citizens benefit in turn from improved economic relations with those countries.

Are you looking for a career where you can make a real difference? Join us! We're a dynamic team of passionate professionals who are dedicated to promoting EU values and creating positive change.

Your role

We are looking for candidates who are passionate about their job, dedicated to supporting teams or managers and ready to be part of our vibrant community!

Administrative assistants support managers or a team by:

- providing a dynamic organisational and logistical support, which includes managing correspondence, schedules, deadlines, and priorities, as well as organising meetings and business travel arrangements. This role demands a solution-focused mindset and the ability to effectively address challenges.
- delivering high quality administrative support. This entails the capability to switch back and forth between tasks, navigate various databases and tools with agility, and meticulously evaluate data to guarantee its accuracy and reliability.
- managing information proficiently, involving the timely and appropriate processing and dissemination of information. This includes handling sensitive and confidential information with the utmost discretion and preparing documents or presentations as needed.
- representing managers or a team, engaging with a range of individuals both within and outside the organisation. This requires high level communication skills and strong service orientation.

- committing to continuous professional development. The ideal candidate will be proactive in acquiring new skills and refining existing ones, actively seeking feedback from colleagues, and incorporating it constructively to enhance performance.

Experience, skills and knowledge

The candidates we are looking for must have:

Professional experience

- a minimum of three years of recent professional experience (in the last five years), as per the section: “Your role”

Very good technical skills

- organisational skills
- administrative support skills
- digital skills: use of Microsoft Office and online platforms for communication and meetings
- English: level C1 in all dimensions as per the CEFRL

Very good soft skills

- accuracy and attention to detail
- agility, adaptability and flexibility
- anticipation and pro-activity
- oral and written communication
- solution-oriented mindset
- tact, discretion and ability to handle sensitive and confidential information
- self-organisation

Assets

- Arabic, French or Russian: level B2 in all dimensions as per the CEFRL

ETF values and expected behaviour

- accountability for own actions
- innovation and creativity
- integrity and respect
- service orientation
- working together

Your application

Send your application via the ETF website, under “about” and then “recruitment” sections by [the closing date: 6 March 2024 at 23.59 \(Turin time\)](#).

You are strongly advised not to wait until the last day to submit your application 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 delays to your application due to such difficulties.

Formal requirements

Your application must include, preferably in English, a [cover letter](#) of one page maximum, explaining why you are interested in the position and a [curriculum vitae](#) using the [Europass CV format](#).

Only applications submitted online through the ETF website, in line with the formal requirements mentioned above, will be accepted for the selection procedure.

Selection

Board

A board is appointed by the ETF Director. Its composition is published on the ETF website together with the vacancy notice.

The board's work and deliberations are strictly confidential and any contact with its members is not allowed. Contacting them constitutes grounds for disqualification from the procedure.

Five consecutive phases

Phase 1 – Screening of applications against eligibility criteria

To be considered eligible, you must satisfy the following criteria 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 post-secondary education attested by a diploma

OR

Have a level of secondary education attested by a diploma giving access to post-secondary education, and appropriate professional experience of at least three years.

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 shall be taken into consideration.

- 6 Have a thorough knowledge (level C1 in all dimensions as per the Common European Framework of Reference for Languages or CEFRL) of one of the languages of the Union and have a satisfactory knowledge (level B2 in all dimensions as per the CEFRL) of another language of the Union, to the extent necessary for the performance of the duties.

Applications meeting all formal requirements and eligibility criteria move to the next phase.

Documents proving eligibility will be requested to selected candidates and assessed before employment. Please refer to the section “Your employment and benefits” for further information.

Phase 2 - Selection for interviews and written tests

The board will assess the applications against the professional experience, technical skills and assets. Please refer to the section “Experience, skills and knowledge”.

The candidates presenting the most appropriate applications will be invited to attend an interview and written tests. It is expected that around 15 candidates will be invited.

As we expect a high number of applications, only short-listed candidates will be contacted by the HR Officers. This is expected to take place in [the second half of March](#).

Phase 3 – Interviews and written tests

The board will assess the candidates' professional experience, skills and assets required for the position and for Contract Agents of the EU through an interview and written tests. At least one part of the tests will be evaluated anonymously. The interviews and written tests will be held primarily in English and will be organised remotely.

Upon completion of this phase, the board will put forward to the ETF Director a proposal for the reserve list of suitable candidates considered the most in line with the professional experience and skills.

Suitable candidates shall have reached at least:

- 70% of the points allocated to soft skills, and
- 70% of the points allocated to professional experience and skills.

This phase is expected to take place in [mid-April](#).

Phase 4 – Establishment of a reserve list

Having assessed the proposal made by the board, the ETF Director will establish the reserve list of candidates s/he considers the most suitable for the position.

The list will be valid until 31 December 2025. This may be extended by decision of the Director. Inclusion in the list does not guarantee a job offer.

Phase 5 – Follow up meeting

When a position becomes vacant or needs to be covered, the Director and/or a manager may meet a candidate included in the reserve list, whose profile best matches the ETF's needs. The aim of the follow up meeting is to further assess the suitability of the candidate.

Your employment and benefits

Should we offer a contract of employment, the ETF will be bound to the offer **only** where the candidate, prior to the contract signature, has:

- provided proof that s/he meets all the eligibility criteria. S/he must:
 - provide original or certified copies of all relevant documents, including a clean police record
 - undergo a medical examination that establishes s/he meets the standard of physical fitness necessary to perform the duties involved
- 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.

Contract of employment

Contract agent contracts are in accordance with article 3(a) of the Conditions of Employment of Other Servants (CEOS) of the European Union. Under this type of contract, the employee is bound by the CEOS as well as the relevant Implementing Rules.

The duration of contract(s) offered may vary according to ETF needs. It may be renewable. It is subject to a probation period of nine months.

Remuneration

The typical salary for a single employee, with three years of relevant professional experience: circa 2,040 net/month; or for an employee, with three years of relevant professional experience, expatriation allowance and one dependent child: circa € 3,300 net/month.

Continuity of employment between EU agencies

Should the successful candidate currently hold a Contract Agent 3(a) contract, s/he may qualify for mobility under the terms of the CEOS and relevant Implementing Rules.

Cooperation among EU Agencies

To promote collaboration among EU agencies, the ETF may share the reserve list with other agencies. Prior to sharing, the ETF will obtain consent from each candidate on the reserve list to share their application. The ETF will also inform each candidate which agency or agencies receive their data.

Our Agency

At the ETF, we celebrate [diversity and inclusion](#), and you'll work in a dynamic, multicultural environment where you can interact with people from all over Europe and beyond. With staff members representing over 25 different nationalities, we're committed to creating an inclusive workplace where everyone feels valued, respected, and supported. We believe that no matter your gender, age, race, religion, sexual orientation, identity, or disability, [you have something unique](#) to offer our team.

Our [collaborative approach](#) means that you'll work in teams with both internal and external stakeholders, bringing your experience to the table and counting on mutual support. We're dedicated to integrity and accountability, and we foster innovation and creativity by exploring new ideas, concepts, and trends.

We're committed to helping you [unleash your full potential](#). Our learning and development programmes are designed to help you grow both personally and professionally, with a range of opportunities to develop your skills and take on new challenges. From induction programmes to language courses, technical and soft skills training, and e-learning, we offer a variety of learning opportunities to suit your needs and schedule.

At the ETF, we understand the importance of [work-life balance](#). We offer flexible working arrangements, including remote work and part-time options, so you can manage your professional and personal commitments.

Our location in Turin offers an array of [cultural and entertainment opportunities](#), from art galleries and restaurants to opera houses and parks. Plus, with the Alps and the Mediterranean just a stone's throw away, you'll have plenty of options for [exciting weekend getaways](#).

Additional information

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

EU legislation on personal data protection and confidentiality of information will apply to all personal data collected for this procedure. More information is available in the [Privacy statement](#) on the ETF website.

Candidates who consider that their interests have been prejudiced by any decision related to the procedure can lodge a complaint following the instructions available on the [ETF website](#).