

# CALL FOR EXPRESSION OF INTEREST FOR CONTRACT STAFF

## READER-FRIENDLY VERSION

### EXPLANATORY NOTE

On 12 April 2023, the original Call for expression of interest published on 5 January 2017 as well as the modifications thereto were replaced by a legally-binding **amended and consolidated version**. Since then, this amended and consolidated version has been further modified several times to address new needs and adapt to emerging realities.

This document presents the reader-friendly version of the Call for expression of interest, incorporating all amendments and updates. The purpose of this reader-friendly version is to provide a clear and comprehensive reference ensuring accessibility and ease of use. Please note that this reader-friendly version is provided for information purposes only and does not hold any legal value. For authoritative legal texts and amendments, please refer to the original publications on the [EPSO website](#).

The documents included in this reader-friendly version are:

- B ►** - the [amended and consolidated version of the Call for expression of interest of 12 April 2023](#) (the ‘basic’ Call for expression of interest of 2023);
- M1 ►** - the [addendum of 28 June 2023](#) (changes in Section [1 \(1\)](#), and [Annex I](#)), which introduced the profiles/function groups 26-35 (“security profiles”);
- M2 ►** - the [addendum of 14 May 2024](#) (changes in Section [4.5 \(10\)-\(15\)](#), and [8.1](#)), which amended the testing modalities;
- M3 ►** - the [addendum of 17 June 2024](#) (changes in Section [1 \(1\)](#), and [Annex I](#)), which introduced the profiles/function groups 36 and 37 (“records manager – archivist profiles”);
- M4 ►** - the [addendum of 11 December 2024](#) (deletion of Section “Introduction”, changes in Section [4.5 \(8\)-\(9\)](#), Section [8.1 \(6\)](#), and Section [8.2](#)), which changes the starting date and the duration of the period during which unsuccessful candidates cannot be invited again for testing, and introduces streamlined procedures for dealing with complaints;
- M5 ►** - the [addendum of 17 February 2026](#) (changes in Section [2 \(3\)](#), Section [4.3 \(1\)](#), and Section [7](#)), which aimed at clarifying the grounds for the invalidation of a testing session.

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## 1. PROFILES AND FUNCTION GROUPS COVERED BY THIS CALL

(1) This Call for expression of interest concerns the following profiles and function groups:

| No          | Reference           | Profile                                             | Function group (FG) |
|-------------|---------------------|-----------------------------------------------------|---------------------|
| 1           | EPSO/CAST/P/1/2017  | Finance                                             | FG III              |
| 2           | EPSO/CAST/P/2/2017  | Finance                                             | FG IV               |
| 3           | EPSO/CAST/P/3/2017  | Project / programme management                      | FG III              |
| 4           | EPSO/CAST/P/4/2017  | Project / programme management                      | FG IV               |
| 5           | EPSO/CAST/P/5/2017  | Finance                                             | FG II               |
| 6           | EPSO/CAST/P/6/2017  | Secretaries/Clerks                                  | FG II               |
| 7           | EPSO/CAST/P/7/2017  | Administration / Human resources                    | FG II               |
| 8           | EPSO/CAST/P/8/2017  | Administration / Human resources                    | FG III              |
| 9           | EPSO/CAST/P/9/2017  | Administration / Human resources                    | FG IV               |
| 10          | EPSO/CAST/P/10/2017 | Communication                                       | FG III              |
| 11          | EPSO/CAST/P/11/2017 | Communication                                       | FG IV               |
| 12          | EPSO/CAST/P/12/2017 | Political affairs / EU policies                     | FG III              |
| 13          | EPSO/CAST/P/13/2017 | Political affairs / EU policies                     | FG IV               |
| 14          | EPSO/CAST/P/14/2017 | Law                                                 | FG III              |
| 15          | EPSO/CAST/P/15/2017 | Law                                                 | FG IV               |
| 16          | EPSO/CAST/P/16/2017 | Information and communication technology            | FG III              |
| 17          | EPSO/CAST/P/17/2017 | Information and communication technology            | FG IV               |
| 18          | EPSO/CAST/P/18/2017 | Manual and administrative support workers           | FG I                |
| 19          | EPSO/CAST/P/19/2018 | Childcare staff                                     | FG II               |
| 20          | EPSO/CAST/P/20/2018 | Educational psychologists                           | FG IV               |
| 21          | EPSO/CAST/P/21/2019 | Proof-readers                                       | FG III              |
| 22          | EPSO/CAST/P/22/2019 | Translators                                         | FG IV               |
| 23          | EPSO/CAST/P/23/2022 | Building Management - Logistics and technical agent | FG II               |
| 24          | EPSO/CAST/P/24/2022 | Building Management - Building specialist           | FG III              |
| 25          | EPSO/CAST/P/25/2022 | Building Management - Engineer/architect            | FG IV               |
| <b>M1 ▼</b> |                     |                                                     |                     |
| 26          | EPSO/CAST/P/26/2023 | Security operations, including regional security    | FG IV               |
| 27          | EPSO/CAST/P/27/2023 | Security operations, including regional security    | FG III              |
| 28          | EPSO/CAST/P/28/2023 | Security operations                                 | FG II               |
| 29          | EPSO/CAST/P/29/2023 | Technical security                                  | FG IV               |
| 30          | EPSO/CAST/P/30/2023 | Technical security                                  | FG III              |
| 31          | EPSO/CAST/P/31/2023 | Technical security                                  | FG II               |
| 32          | EPSO/CAST/P/32/2023 | Information and document security                   | FG IV               |
| 33          | EPSO/CAST/P/33/2023 | Information and document security                   | FG III              |
| 34          | EPSO/CAST/P/34/2023 | IT security                                         | FG IV               |
| 35          | EPSO/CAST/P/35/2023 | IT security                                         | FG III              |
| <b>M3 ▼</b> |                     |                                                     |                     |
| 36          | EPSO/CAST/P/36/2024 | Records manager - archivist                         | FG IV               |
| 37          | EPSO/CAST/P/37/2024 | Records manager - archivist                         | FG III              |

(2) Please see [Annex I](#) for information about the nature of duties that a candidate can expect to perform if

recruited.

- (3) New profiles may be added by EPSO as needed by amending this Call for expression of interest.

## 2. BASIC PROVISIONS

- (1) This is a Call for expression of interest to create a pool of candidates from which the institutions, agencies, and other bodies of the European Union (EU), hereinafter 'the recruiting services', can recruit contract agents.
- (2) This Call for expression of interest, together with its annexes, forms a legally binding framework for the CAST Permanent selection procedures.

### M5 ▼

- (3) Candidates may apply for one or more profile(s) and/or function group(s) provided they meet the eligibility requirements. However, a candidate may submit only one application for a given function group of the same profile.

### B ▼

- (4) Candidates can contact EPSO via the on-line contact form available on the [EPSO website](#). Before contacting EPSO, candidates are invited to consult the '[frequently asked questions](#)' section on the [EPSO website](#).
- (5) Any reference, in the framework of these selection procedures, to a person of a specific gender must be deemed also to constitute a reference to a person of any other gender.
- (6) Calls for expression of interest for contract staff usually attract many highly qualified candidates. Only a limited number of candidates among those registered in the database will be tested, interviewed, and offered a job.

## 3. AM I ELIGIBLE?

- (1) The CAST Permanent selection procedure is open to all EU citizens who meet all the **general** as well as the **minimum specific eligibility conditions**.
- (2) Candidates must meet these conditions at the time when they validate their application and continue to meet them throughout the selection and recruitment procedures. By validating the on-line application form, candidates declare on their honour that they satisfy these conditions.
- (3) On the basis of the minimum specific conditions referred to in this section, the recruiting services will define specific eligibility and/or selection criteria corresponding to their needs and vacancies. The recruiting services will assess the candidates' eligibility based on information provided in the application form and supporting documents.
- (4) Candidates will be notified as to when they must provide documents supporting the declarations made in their application form. The recruiting services will determine which documents are acceptable.

### 3.1. General conditions

A candidate must:

- (a) enjoy full rights as a citizen of a Member State of the EU;
- (b) have fulfilled any obligations imposed by national laws concerning military service;
- (c) meet the character requirements for the duties concerned.

### **3.2. Minimum specific conditions - languages**

- (1) A candidate in these selection procedures must have both of the following:
  - (a) a thorough knowledge ([minimum C1 level](#)) of one of the 24 official EU languages (this language will be further referred to as "language 1".
  - (b) a satisfactory knowledge ([minimum B2 level](#)) of [English, French, or German](#) (this language will be further referred to as "language 2"). Language 2 must be different from language 1.
- (2) See [Annex II](#) for additional information regarding these requirements.
- (3) The minimum levels indicated above apply to each linguistic ability (speaking, writing, reading, and listening) requested in the application form. These abilities reflect those of the [Common European Framework of Reference for Languages](#).
- (4) For information on the use of languages in these selection procedures please see section 4.2.

### **3.3. Minimum specific conditions - qualifications and professional experience**

- (1) The minimum level of education required for function group I is the successful completion of compulsory education.
- (2) For function groups II and III, the minimum level of education required is defined as follows:
  - (a) a level of post-secondary education attested by a diploma; or
  - (b) a level of secondary education, attested by a diploma giving access to post-secondary education, and appropriate professional experience of at least three years; or
  - (c) where justified in the interest of the service, professional training or professional experience of an equivalent level.
- (3) For function group IV, the minimum level of education required is defined as follows:
  - (a) a level of education which corresponds to completed university studies of at least three years attested by a diploma; or
  - (b) where justified in the interest of the service, professional training of an equivalent level.

## **4. SELECTION PROCEDURES**

### **4.1. Overview of the selection procedures**

The selection procedures are organised in the following phases:

- (a) Application by candidates
- (b) Pre-selection (shortlisting) by the recruiting services
- (c) Selection tests organised by EPSO
- (d) Recruitment interviews and/or tests organised by the recruiting services

#### 4.2. Use of languages in these selection procedures

- (1) Candidates may fill in their application form in any of the 24 official EU languages. However, EPSO encourages candidates to do so in English, French, or German. This makes resorting to translations unnecessary and facilitates the search for suitable candidates and the comparison of candidates' merits.
- (2) Candidates will take selection tests organised by EPSO in their language 1.
- (3) Language 2 and other relevant languages may be tested by the recruiting services during interviews and/or further tests organised by these services. Recruiting services will inform candidates about the languages to be used in recruitment interviews and/or tests (also see section 4.6.).
- (4) In communication between the candidates and EPSO, the following will apply:
  - (a) Invitations to tests and test results will be provided in language 2 of the candidate.
  - (b) In cases of issues and concerns referred to in section 8, candidates are encouraged to submit their requests and complaints to EPSO in **English, French, or German** which would enable EPSO to assist and reply faster. Since complaints about the reasoning test questions (section 8.2.) must be dealt with particularly swiftly, EPSO will reply to such complaints in language 2 of the candidate concerned.
  - (c) Any other questions to EPSO can be submitted (via the [online contact form](#)) in any of the 24 official EU languages. EPSO will reply in one of the languages in which the candidate indicated a willingness to receive a reply.

#### 4.3. Application

##### M5 ▼

- (1) This is an open-ended Call for expression of interest, and **there is no deadline for application** unless otherwise specified on the [EPSO website](#). Candidates may apply at any time for any of the profile(s) or function group(s) for which they are eligible. However, a candidate may submit only one application for a given function group of the same profile. Candidates can re-open, change and validate their application(s) again at any time.

##### B ▼

- (2) To apply, a candidate needs to have an EPSO account. Candidates who do not yet have an EPSO account will need to create one. Instructions on how to create an account are available on the [EPSO website](#).
- (3) Only one personal EPSO account may be created for all applications - for competitions and all selections

procedures - including CAST Permanent selection procedures. Creating more than one EPSO account may lead to temporary exclusion (see section 7).

- (4) Candidates must [apply online](#) through the EPSO website.
- (5) Candidates are encouraged to include as much relevant detail as possible on their qualifications and experience.
- (6) Candidates for linguist profiles must choose their target language as language 1. For example, translators into German language or proof-readers of that language must choose German as their language 1.
- (7) When applying for “Building management” profiles (EPSO/CAST/P/23/2022, EPSO/CAST/P/24/2022 and EPSO/CAST/P/25/2022), candidates are invited to use the technical codes listed in [Annex III](#) in order to refer to technical specialities and highlight their skills. These codes can be used in application tabs “Education and Training” and “Professional Experience”.
- (8) To indicate their on-going interest in CAST Permanent selection procedures, candidates must **update their application(s) at least once every six months**. Candidates can renew their interest either by modifying the application(s) or simply by confirming their interest. A new validity date will be shown once this operation is completed.
- (9) If a candidate fails to renew interest on time, their details will no longer be visible to the recruiting services. The candidate’s data will nevertheless remain in the system, and they will be able to update them and renew interest at any time.

#### **4.4. Pre-selection/shortlisting by the recruiting services**

- (1) As needs arise, the recruiting services will search the pool of applications and shortlist a certain number of candidates who match their requirements, based on the information in their applications.
- (2) Candidates may be pre-selected by different recruiting services for the same or different profiles and/or function groups.

#### **4.5. Selection tests organised by EPSO**

- (1) Candidates shortlisted by the recruiting services will be invited to sit a series of reasoning tests in a multiple choice question format. Candidates will take these tests in their language 1.
- (2) Invitation(s) to tests organised by EPSO, letters with test results as well as other important information will be sent via the candidate’s EPSO account.
- (3) Candidates must check their EPSO account at least **every three calendar days**. If a candidate cannot do so due to a technical problem on EPSO’s side, they must notify EPSO immediately via the [online contact form](#).
- (4) The reasoning tests include three parts:
  - (a) A verbal reasoning test to assess candidates’ ability to think logically and understand verbal information;

- (b) A numerical reasoning test to assess candidates' ability to think logically and understand numerical information;
- (c) An abstract reasoning test to assess candidates' ability to think logically and understand the relations between concepts.

(5) The table below summarises information regarding each type of test.

| Test                | Number of questions | Duration   | Pass score     |
|---------------------|---------------------|------------|----------------|
| Verbal reasoning    | 20                  | 35 minutes | 10/20          |
| Numerical reasoning | 10                  | 20 minutes | Combined 10/20 |
| Abstract reasoning  | 10                  | 10 minutes |                |

- (6) To succeed in the reasoning tests, a candidate must at least reach the required pass score for the verbal reasoning test **and** a combined pass score for the numerical and abstract reasoning tests.
- (7) If a candidate succeeds, the results will remain valid for 10 years (counting from the date the results were published in the candidate's EPSO account), for the same and for lower function group(s) across all profiles.

#### M4 ▼

- (8) If a candidate fails, the recruiting services will not be able to invite that candidate again for reasoning tests for the same or higher function group for **four months** (counting from the date of the test) except in cases referred to below. During this period, the candidate may still be invited to take the reasoning tests for a lower function group.  
Candidates who took tests before January 2025 and who failed in those tests cannot be re-invited to take tests for the same or higher function group for **six months** (counting from the date of the test). During this period, those candidates may still be invited to take the reasoning tests for a lower function group.
- (9) Expiry of the above-mentioned period during which the candidate cannot be invited to tests does not automatically entitle the candidate to re-sit the tests. The candidate will be invited to sit the tests again only if the recruiting services pre-select them for the same or another vacancy.

#### M2 ▼

- (10) The delivery mode of the tests as well as other necessary details and instructions will be specified in the invitation letters.
- (11) If and when instructed, candidates must book a test appointment following the instructions received from EPSO. The booking and testing periods are limited.
- (12) Candidates must complete all the necessary steps referred to in the instructions issued prior to the tests, such as installing software, performing the required synchronisation(s), undergoing a connectivity trial, a technical prerequisites' test, or a systems' check and/or taking a mock test. Compliance with instructions will allow to check the readiness of the candidate's IT environment and the compatibility of the candidate's device with the testing platform or application. Failure to complete the mandatory steps may prevent the candidate from taking the tests and will impede the ability of the test delivery provider to address effectively any technical issues encountered by the candidate during testing.
- (13) In cases where candidates fail to book, sit, and/or complete one or more of the tests, as applicable, it will

be considered that their participation in the ongoing testing period has come to an end, unless the candidates can prove that the failure to book, sit, and/or complete a test was due to circumstances beyond the candidate's control or due to a situation of *force majeure*. They should contact EPSO via the [online contact form](#) and following the instructions attached to their invitation letter. Candidates must provide the necessary justification, including, where applicable, proof that they contacted the technical support services.

- (14) Failure to comply with the terms and conditions applicable in relation to testing, specified in the instructions and information made available to candidates, will not be considered as a circumstance beyond the candidates' control or a situation of *force majeure*.
- (15) A candidate who fails to book, sit, and/or complete the tests will not be automatically re-invited. The candidate's application will however remain valid as long as they confirm their interest in the application concerned or update it at least every six months. The candidate may be re-invited to a test if they are again pre-selected by a recruiting service.
- (16) Candidates are also invited to consult [EPSO's website](#) to become more familiar with EPSO's selection procedures, including general requirements applicable to testing.

## **B ▼**

### **4.6. Recruitment interviews and/or tests organised by the recruiting services**

- (1) Candidates who pass the reasoning tests will be invited to an interview and/or further tests organised by the recruiting services.
- (2) Candidates may be invited any number of times by different recruiting services to an interview (and/or further tests) for vacancies of the same function group for which they succeeded in the reasoning tests or for a lower function group, without having to take the reasoning tests again.
- (3) The recruitment interviews/tests are aimed at assessing the candidate's suitability for the relevant position and can take the form of a written or oral test, a practical test or a simulation. Knowledge of languages may also be assessed.
- (4) The recruiting services are responsible for managing these interviews/tests and related procedures. They will inform the candidates about the main features of such interviews/tests in advance. Invitations to interviews/tests and other relevant information will be sent by the recruiting services to the email address indicated in the candidate's EPSO account.
- (5) When invited for recruitment tests, candidates may be requested to bring original supporting documents to prove that the information in their application(s) is accurate. The recruiting service will assess whether the candidate satisfies the relevant eligibility and selection requirements by comparing the declarations made in the application form and the supporting documents provided by the candidate.

## **5. RECRUITMENT**

- (1) Candidates who are successful in the stages outlined in Section 4 may receive a formal employment offer.
- (2) The working conditions of contract staff are governed by the [Conditions of employment of other servants \(CEOS\) and the Staff Regulations \(SR\)](#). Recruitment and contracts offered to the successful candidates will also be subject to the specific rules applicable to a particular recruiting service.

- (3) Depending on the recruiting service, a candidate may be offered one of the following types of a contract:
- (a) Contract “3a” (see Article 3a of the [CEOS](#)), which can lead to an indefinite contract. Such contracts may be offered at EU Institutions’ headquarters (function group I), Offices for Infrastructure and Logistics in Brussels and Luxembourg (OIB, OIL), Paymaster’s Office (PMO), European Personnel Selection Office (EPSO), European School of Administration (EUSA), European agencies and Commission representations in the Member States, European Union delegations and offices across the world.
  - (b) Contract “3b” (see Article 3b of the [CEOS](#)): a fixed-term contract for a maximum period of six years. Such contracts might be offered at EU institutions’ headquarters, European Anti-Fraud Office (OLAF), Publications Office of the European Union (OP).
- (4) Contracts will mainly be offered positions in Brussels and Luxembourg. A limited number of contracts may be available in other EU locations and in EU delegations or offices worldwide. Contract agents in EU delegations and offices may be subject to mobility policy rules.
- (5) In certain cases, recruitment of a contract agent may be subject to a candidate obtaining or holding security clearance which allows access to information classified at the level of CONFIDENTIEL UE/EU CONFIDENTIAL or above.

## **6. EQUAL OPPORTUNITIES AND REASONABLE ACCOMMODATION**

- (1) EPSO and the recruiting services apply an equal opportunities policy without distinction on the grounds of gender, race, colour, ethnic or social origin, genetic features, language, religion or belief, political or any other opinion, membership of a national minority, property, birth, disability, age or sexual orientation.
- (2) Candidates who have a disability or a medical condition that may affect their ability to take the tests should indicate this in their application form and follow the procedure to request reasonable accommodation. More information about EPSO’s equal opportunities policy and how to request reasonable accommodation can be found on the [EPSO website](#). For any further information or in case of technical issues, candidates are invited to contact the EPSO’s accessibility team by email at [EPSO-Accessibility@ec.europa.eu](mailto:EPSO-Accessibility@ec.europa.eu).
- (3) Having examined the candidate’s request as well as the relevant supporting documents, EPSO may grant reasonable accommodation where deemed necessary and justified.
- (4) Candidates invited to interviews and/or tests organised by the recruiting services should inform the recruiting services directly about their reasonable accommodation requirements. The decision on any such reasonable accommodations will be taken by the recruiting service in close consultation with the candidate.

## **7. INVALIDATION OF THE TESTING SESSION AND TEMPORARY EXCLUSION**

### **M5 ▼**

- (1) A candidate will be temporarily excluded from CAST Permanent selection procedures if they:
  - (a) Make any false or unsupported declarations;
  - (b) Submit more than one application for a given function group of the same profile.

- (2) A candidate will have their testing session invalidated if they:
  - (a) Engage in cheating during a test;
  - (b) Fail to comply with testing instructions, where such instructions explicitly state that non-compliance may result in the invalidation of the testing session.
- (3) For the purposes of this Call, the following definitions shall apply:
  - (a) 'Invalidation of the testing session' means that the session will be considered not to have taken place, and that the candidate's status will be reverted to that which existed prior to their shortlisting by the recruiting service.
  - (b) 'Temporary exclusion' means setting the candidate's applications to status 'unavailable' for the duration of one year.
- (4) Candidates for recruitment by the EU institutions are expected to act with the highest possible integrity. Fraud or attempted fraud may render candidates liable to penalty and compromise their eligibility.

**B ▼**

## **8. CONCERNS AND REMEDIES**

### **8.1. Technical and organisational issues**

**M2 ▼**

- (1) If at any phase of the selection procedure candidates encounter a serious technical or organisational problem, they should inform EPSO via the [online contact form](#).
- (2) If the problem occurs during testing, a candidate must do both of the following:
  - (a) report the issue immediately closely following instructions outlined in the letter(s) inviting candidates to test(s),
  - and
  - (b) within **one calendar day** (i.e., by the end of the day which follows the day of the tests), contact EPSO via the [online contact form](#), giving a detailed description of the problem. The candidate should also attach the proof of attempt(s) to resolve the issue (for example, help-desk or technical support ticket number, chat transcripts, troubleshooting report, etc.). This documentary proof is necessary to enable EPSO to make inquiries into the situation. The invitation letters to tests may specify further requirements and instructions related to reporting of issues encountered during testing.

The obligation to inform EPSO applies in all cases, even where the test delivery provider followed up on the candidate's complaint.

- (3) Complaints received after the deadline specified in paragraph 2(b) of this Section will be considered inadmissible.
- (4) Complaints about technical issues, submitted by candidates who failed to undertake the steps referred to in paragraphs (11)–(14) of Section 4.5 'Selection tests organised by EPSO' will be considered inadmissible

unless the candidate can prove that the failure to complete the necessary steps was due to circumstances beyond the candidates' control or due to a situation of force majeure.

- (5) Claims made in the context of complaints referred to in Section 8.3 'Administrative complaints' and based on alleged technical and/or organisational issues that had not been reported in accordance with this section read together with Section 4.5, will be considered inadmissible.

#### **M4 ▼**

- (6) The purpose of a complaint about technical issues occurring during testing is to provide an opportunity to retest those candidates whose complaints are deemed justified and to help EPSO prevent similar technical issues in future tests. Candidates who succeed in the tests (and will therefore not be granted a retest) will be directly informed about their test results (via their EPSO account) but will not receive a reply on the outcome of any examination of their technical complaint.

### **8.2. Complaints about test questions**

- (1) Candidates who consider that they have good reasons to believe that an error in one or more of the questions in the reasoning tests affected their ability to answer may ask for the question(s) concerned to be reviewed. The purpose of a complaint about test questions is to address the situation of candidates whose test results may be impacted by the error and to help EPSO to prevent mistakes re-occurring in the future tests.
- (2) If, as a result of the candidate's complaint, EPSO determines that a test question contains an error, EPSO may annul the question and apply corrective measures. This will occur only when the reported error could affect the candidate's test results. In such cases, EPSO will grant to that candidate an additional point for each annulled question, up to a maximum of one point per question in total.
- (3) Candidates whose test results cannot be impacted by the outcome of their complaint - either because they achieved the pass scores or because they would not reach the pass score(s) even if their complaint were upheld - will not have corrective measures applied.
- (4) To introduce a complaint about the reasoning test question(s), a candidate should:
  - (a) contact EPSO via the [online contact form](#) within **one calendar day** (i.e., by the end of the day which follows the day of the tests),
  - (b) describe the question(s) concerned as accurately as possible, and
  - (c) explain the nature of the alleged error(s) (see point 4.4 of [EPSO's Complaint Resolution Policy](#)).
- (5) Complaints submitted after the deadline or complaints which do not clearly describe the contested question(s) and/or alleged error(s) will not be considered. Complaints merely pointing out alleged issues of translation, without specifying the problem, will not be considered.

#### **B ▼**

### **8.3. Administrative complaints**

- (1) A candidate may lodge an administrative complaint under Article 117 of the [CEOS](#) read together with Article 90, paragraph 2, of the Staff Regulations, against a decision, or an absence thereof, which directly and immediately affects his/her legal status as a candidate.
- (2) The complaint can be directed against the absence of a decision in those cases where there is an obligation to take a decision within a deadline specified in the [CEOS](#).
- (3) The purpose of the administrative complaints' procedure is to verify if the legal framework of the selection procedure has been respected.
- (4) The complaint should be submitted within the deadline set in Article 90(2) of the Staff Regulations, i.e., **three months**, counting from the notification of the contested decision or from the date on which the decision should have been taken. The candidate should indicate the decision or the absence of a decision which they wish to contest and the grounds for contesting.
- (5) The Director of EPSO shall act as the Authority Empowered to Conclude Contracts of Employment (AECE) within the meaning of Article 6 of the [CEOS](#) vis-à-vis any complaints against decisions or the absence thereof as far as these are related to the stages of application and testing organised by EPSO.
- (6) The recruiting service which carries out a pre-selection (shortlisting) on the basis of CAST Permanent database is the AECE for all stages of the procedure not listed in the preceding paragraph. Each recruiting service determines who within their organisation exercises the powers of the AECE vis-à-vis complaints against decisions or the absence thereof in relation to pre-selection (shortlisting), as well as recruitment interviews/tests and procedures.
- (7) To introduce an administrative complaint against decisions taken by EPSO (or against the failure to take a decision), a candidate should contact EPSO via the [online contact form](#).
- (8) Administrative complaints against decisions taken by the recruiting services (or against the failure to take a decision), can be lodged in either of the following ways:
  - (a) Via EPSO, as specified in the preceding paragraph, or
  - (b) Directly to the relevant recruiting service in accordance with the rules determined by that service.
  - (c) Administrative complaints received after the deadline set in Article 90(2) of the Staff Regulations will be considered inadmissible.

#### **8.4. Judicial appeals**

- (1) Candidates have a right to submit a judicial appeal to the General Court, under Article 270 of the Treaty on the Functioning of the European Union and Article 117 of the [CEOS](#) read together with Article 91 of the Staff Regulations.
- (2) Judicial appeals against decisions taken in the framework of CAST Permanent selection procedures must be preceded by an administrative complaint.
- (3) All the information on the judicial appeals can be found on the [website of the General Court](#).

#### **8.5. Complaints to the European Ombudsman**

- (1) All EU citizens and residents can make a complaint to the European Ombudsman about instances of maladministration.
- (2) Complaints made to the Ombudsman have no suspensive effect on the deadlines laid down for lodging requests, complaints, or judicial appeals referred to in these rules.
- (3) All the information on the complaints to the Ombudsman can be found on [the dedicated website](#).

## **9. TRANSITIONAL PROVISIONS**

Candidates who took tests organised by EPSO before April 2023 and succeeded in competency and/or linguistic ability tests will have the results of those tests displayed until the end of their validity which is five years counting from the notification of those of the results in the candidate's EPSO account.

## **ANNEX I. Typical duties**

### **EPSO/CAST/P/1/2017 – FINANCE – FG III**

1. Financial initiation and/or verification, financial support.
2. Support in the framework of calls for proposals/tenders.
3. Management of financial information.
4. Support for accounting management.
5. Support for audit management.

### **EPSO/CAST/P/2/2017 – FINANCE – FG IV**

1. Budget/finance planning and follow-up.
2. Budget/finance information and reporting.
3. Budget/financial coordination and advice.
4. Budget/financial analysis and reporting.
5. Audit analysis and support.

### **EPSO/CAST/P/3/2017 – PROJECT/PROGRAMME MANAGEMENT – FG III**

1. Project/programme management, including planning, monitoring, evaluation, project closure and post-project activities.
2. Financial expenditures.
3. Quality management and evaluation.
4. External communication.

### **EPSO/CAST/P/4/2017 – PROJECT/PROGRAMME MANAGEMENT – FG IV**

1. Calls for proposals and calls for tenders: promotion, evaluation, and negotiation.
2. Project/programme management, including planning, monitoring, evaluation, project closure and post-project activities.
3. Internal and external communication and dissemination of information.
4. Internal co-ordination and consultation.
5. Representation and external coordination.

### **EPSO/CAST/P/5/2017 – FINANCE – FG II**

1. Preparing financial files and acting as initiating agent in the financial circuits.
2. Providing clerical and administrative assistance relating to calls for proposals/tenders.
3. Providing support in the processing of financial information and financial reporting.
4. Assisting with accounting processes.
5. Assisting in audit-related tasks, such as clerical support for auditors, filing, etc.

### **EPSO/CAST/P/6/2017 – SECRETARIES/CLERKS – FG II**

1. Secretarial tasks related to the organisation of meetings, preparation of business trips and similar.
2. Transmission and filing of documents and correspondence, monitoring correspondence, keeping a diary of appointments, managing email in-box, etc.
3. Assisting with drafting (memos, notes, minutes of meetings, etc.).
4. Assisting with the coordination and planning of work.

5. Word processing and finalisation of documents (*e.g.* page layout, formatting, tables).
6. Various administrative tasks associated with file management.

#### **EPSO/CAST/P/7/2017 - ADMINISTRATION / HUMAN RESOURCES - FG II**

1. Assisting with selection and recruitment files: launching calls and publications, receiving and processing applications, organising selection boards, following up on selection panel's work.
2. Assisting with the preparation of periodical reporting and data analysis on the selection and recruitment of staff.
3. Helping to monitor the establishment plan: monitoring vacant posts, liaising with the services responsible for the recruitment of different categories of staff; making requests for authorisation to publish vacancy notices.
4. Supporting preparation and follow-up tasks on learning and development activities on the basis of strategic priorities identified by management.

#### **EPSO/CAST/P/8/2017 - ADMINISTRATION / HUMAN RESOURCES - FG III**

1. Contributing to the implementation of the administrative and human-resource management functions.
2. Contributing to the management of selection and recruitment files: drafting vacancy notices, launching calls and publications, analysing applications and determining their eligibility, organising and following up on selection panels, preparing recruitment documents.
3. Helping to prepare and following up on periodical reporting and data analysis on the selection and recruitment of staff.
4. Helping to prepare, launch and follow up on promotion and reclassification exercises.
5. Contributing to communication on training policies.
6. Contributing to the conception of new learning and development activities on the basis of strategic priorities identified by management

#### **EPSO/CAST/P/9/2017 - ADMINISTRATION / HUMAN RESOURCES - FG IV**

1. Contributing to setting up, implementing, monitoring, and evaluating management plans.
2. Managing and supervising selection and recruitment files.
3. Preparing briefings and other documents in the field of HR management.
4. Coordinating periodical reporting and data analysis.
5. Supervising and verifying legal and financial commitments in compliance with applicable financial rules.
6. Delivering presentations on HR-related issues.

#### **EPSO/CAST/P/10/2017 - COMMUNICATION - FG III**

1. Contributing to the implementation and setting up of communication plans on communication priorities and projects.
2. Ensuring editorial production: production of factsheets, updating intranet sites, etc.
3. Contributing to production/visual coherence of banners, publications and promotional materials.
4. Assisting in project management in the field of communication.
5. Collaborating in the follow-up of projects through social media
6. Contributing to the preparation of briefings and other documents related to the communication of political priorities.
7. Organising and following up on planning meetings, internally and with external contractors.

#### **EPSO/CAST/P/11/2017 - COMMUNICATION - FG IV**

1. Establishing, implementing, monitoring, and evaluating communication plans.
2. Preparing briefings and other documents related to the communication of political priorities.
3. Supervising and verifying legal and financial commitments in compliance with applicable financial rules.
4. Ensuring coordination and cooperation with the relevant communication units/services regarding political priorities.
5. Advising and coordinating with services on the basis of their annual communication strategies.
6. Delivering presentations on key aspects of project activity and results and contributing to dissemination actions to internal and external audiences.
7. Organising, preparing, setting up, and managing meetings and conferences on communication priorities with stakeholders within and outside the institution.
8. Following-up projects through social media

#### **EPSO/CAST/P/12/2017 - POLITICAL AFFAIRS/EU POLICIES - FG III**

1. Contributing to the follow-up of policy developments and ensuring liaison and cooperation with the relevant services.
2. Contributing to reports, briefings, and speaking notes.
3. Contributing to the replies to oral or written questions and petitions submitted by members of the European Parliament.
4. Contributing to the preparation of and follow up on meetings with stakeholders, and drawing policy conclusions.
5. Representing the institution/service at internal, inter-institutional, or external events and meetings relevant to the service.

#### **EPSO/CAST/P/13/2017 - POLITICAL AFFAIRS/EU POLICIES - FG IV**

1. Monitoring, analysing and reporting on the political, economic and social situation in a specific country/region.
2. Following up on the regional, foreign and multilateral policies of the specific country/region.
3. Formulating and contributing to the definition of EU political objectives, priorities and policies concerning political, economic, humanitarian or other relations, in coordination with Member States, international organisations and other donors.
4. Coordinating and contributing to the preparation of high-level visits and missions, *ad hoc* meetings, contacts with third countries, civil society, etc.
5. Drafting and following up on policy papers, strategic documents, legal acts, speeches, statements and other documents.
6. Drafting replies to oral or written questions and petitions submitted by members of the European Parliament.
7. Ensuring the coherence of EU actions and policies in the specific country by contributing and participating in inter-service consultations on official communications, policy papers, and internal working documents of the EU institutions.
8. Contributing to the representation of the institution/service at meetings at inter-institutional and international level (e.g. consultative groups) concerning the area assigned.
9. Contributing to negotiations of international agreements.

#### **EPSO/CAST/P/14/2017 - LAW - FG III**

1. Contributing to studies and research into national, EU, and international law.
2. Contributing to the analysis and preparation of draft opinions and legal notes.

3. Examining pre-litigation files (complaints, etc.), preparing position statements and carrying out other tasks related to court proceedings.
4. Preparing documents relating to the activities of the institution, preparatory bodies, and special committees.

#### **EPSO/CAST/P/15/2017 - LAW - FG IV**

1. Ensuring legal certainty, quality of drafting, and compliance with the applicable rules and procedures.
2. Assisting in representing the institution in disputes and in cases before the Court of Justice of the European Union.
3. Providing advice and oral or written opinions on legal, institutional, and procedural questions.
4. Analysing and drafting conceptual work, studies and legal analysis.
5. Drafting replies to staff requests and to complaints.

#### **EPSO/CAST/P/16/2017 - INFORMATION AND COMMUNICATION TECHNOLOGY - FG III**

1. Contributing to the development of information systems and analysis of business processes.
2. Assisting with the design and implementation of databases.
3. Using programming languages such as JAVA, Visual Basic, Visual C#, PowerBuilder, ASP.NET, C++, ColdFusion, etc.
4. Web-based applications interfaces.
5. Ensuring administration of the user environment (configuration, administration and support of operating systems, office tools, printers and other shared resources in a network environment).
6. Contributing to the development and management of websites and HTML, XML and UML pages (programming languages such as Java, ASP.NET, PHP and ColdFusion).
7. Administration of web servers (such as Planet Web Server, Microsoft Internet Information Server, ColdFusion Server, Oracle BEA WebLogic applications, Apache Server, etc.).
8. Managing networks and telecommunications (using LAN/WAN protocols and services (DHCP, DNS, HTTP, HTTPS, SNMP, Active Directory)), using internet technologies to implement internal networks or to interconnect networks, network security, developments in the field of VPN technologies, telephony/fax systems, integration of voice and data, mobile communications, by satellite and wireless).
9. Helping with the organisation and follow-up of projects and/or operational services in any of these areas.

#### **EPSO/CAST/P/17/2017 - INFORMATION AND COMMUNICATION TECHNOLOGY - FG IV**

1. Coordinating, managing, and designing, implementing and supervising ICT projects.
2. Managing IT systems, services and security.
3. Supervising and managing contracts and relations with client departments and suppliers.
4. Conducting strategic studies and analysing products on the market.

#### **EPSO/CAST/P/18/2017 - MANUAL AND ADMINISTRATIVE SUPPORT WORKERS - FG I**

##### **1. Kitchen assistant / cook**

- 1.1. Ensuring the preparation and distribution of meals, meeting deadlines in compliance with hygiene and quality standards.
- 1.2. Preparing cold and hot dishes.
- 1.3. Ensuring the discarding and safe disposal of unsold, vacuum-packed and refrigerated storage (dry storage) stock.
- 1.4. Distributing meals on the various distribution lines of the self-service and à la carte restaurant in an optimal and timely manner.

- 1.5. Maintaining hygiene standards in order to avoid the risk of contamination.

## **2. Waiter**

- 2.1. Ensuring the provision of meals in compliance with hygiene and quality standards and in a timely manner
- 2.2. Ensuring the preparation of the reserved room (preparation and dressing of the tables).
- 2.2. Ensuring the preparation and presentation of the counters of the catering service.
- 2.4. Providing meals and other food or coffee service.
- 2.5. Helping with the various tasks involved in the preparation of meals in order to support the cooks/kitchen staff.
- 2.6. Maintaining hygiene conditions, in compliance with Hazard Analysis and Critical Control Points principles (HACCP) in this area, in order to avoid any risk of contamination.

## **3. Warehouse staff**

- 3.1. Assisting and advising external clients regarding on-site deposits.
- 3.2. Guaranteeing accurate data entry.
- 3.3. Ensuring that the procedures for suspicious, banned, or private shipments are properly followed.
- 3.4. Performing searches and correct errors.
- 3.5. Carrying out tasks involving the handling of inert, semi-heavy loads.
- 3.6. Collecting and providing statistics.
- 3.7. Providing logistical support for events.
- 3.8. Carrying out maintenance work: assembling, dismantling and relocating equipment necessary for exhibitions and/or the display of works of art, as well as support equipment and related materials.
- 3.9. Booking in and dispatching goods, loading and unloading goods using vehicles.
- 3.10. Providing local technical support for the implementation of projects involving the installation of equipment and technical support to the users of the various general safety systems.
- 3.11. Managing orders and planning goods' receptions (receiving the delivered goods and verifying them); loading, unloading, packing, unpacking, assembling and installing furniture.
- 3.12. Performing various administrative tasks within the area of activity.

## **4. Printing staff**

- 4.1. Performing complex photocomposition work in the official EU languages.
- 4.2. Assisting in the preparation of texts and tables, using image/plate settings.
- 4.3. Contributing to graphic design.
- 4.4. Preparing first prints and/or originals for high-performance printers.
- 4.5. Assisting in the daily maintenance of printing equipment and in managing texts stored on hard disks.
- 4.6. Helping create and update software to create layouts and to transmit texts electronically.
- 4.7. Assembling and preparing offset plates.
- 4.8. Printing and preparing documents, especially on offset and in small or medium-size format.
- 4.9. Preparing complete documents, including assembly, stapling and binding.
- 4.10. Preparing printing machines for printing.
- 4.11. Ensuring daily routine operations in terms of handling and transport of printed material, cleaning of printers, etc.
- 4.12. Ensuring regular inspection and control of the maintenance of technical equipment.
- 4.13. Monitoring work planning.

## **5. Floor messenger / meeting room attendant / office support staff / document management**

- 5.1. Welcoming, guiding, and introducing visitors.
- 5.2. Handling and distributing official documentation, mail, and meeting materials.

- 5.3. Participating in the preparatory work for official meetings and in the setting up of the meeting rooms, including preparation of room plans, name plates and agendas/programmes.
- 5.4. Ensuring presence and assistance during meetings, including for telephone calls and for voting.
- 5.5. Handling declarations of travel/accommodation expenses.
- 5.6. Managing lockers/storage racks, including distribution of keys if needed.
- 5.7. Providing information and help regarding the use of meetings rooms.
- 5.8. Providing assistance in updating the meetings register and in preparing annual, monthly and other statistical activity records.
- 5.9. Preparing and controlling workflows for printing documents on high-performance printers.
- 5.10. Producing documents on high-performance printers.
- 5.11. Scanning paper originals and prepare them for printing.
- 5.12. Ensuring electronic archiving of documents.
- 5.13. Ensuring electronic merging of different documents before printing.
- 5.14. Ensuring handling and transport of printed material.
- 5.15. Ensuring routine cleaning of printing machinery.
- 5.16. Preparing the sending of documents based on pre-established criteria.
- 5.17. Preparing and printing addresses on labels electronically, including updates of address databases.
- 5.18. Dispatching documents and letters, including via e-mail and mass mailing.
- 5.19. Performing any other tasks involving the publication, reproduction, distribution and archive of documents based on production machinery.
- 5.20. Filing, registering and storing documents.
- 5.21. Preparing files for meetings.
- 5.22. Sending, receiving and registering mail, including private courier shipments and diplomatic pouch.
- 5.23. Distributing mail internally.

## **6. Building management — technical and administrative support staff**

- 6.1. Assisting with the implementation of sub-contractors' contracts in technical fields (finishing work, locks and door fittings, cleaning, waste management, electrical engineering).
- 6.2. Monitoring and checking the provision of services and related data input, and drawing up simple statistical reports.
- 6.3. Monitoring the management of stocks of materials.
- 6.4. Maintaining relations with user/client services.
- 6.5. Assisting in the coordination of work in the different buildings.
- 6.6. Helping to monitor the state of repair of buildings (requests for work in response to malfunctions, monitoring office fitting work, etc.).
- 6.7. Performing various manual duties related to office fitting.
- 6.8. Ensuring technical troubleshooting and assistance.
- 6.9. Ensuring minor routine maintenance work (setting up tables, coat racks, etc.).
- 6.10. Managing keys for real estate and office furniture.
- 6.11. Assisting in managing real estate inventories and updating technical plans for the buildings in use.

## **7. Drivers**

- 7.1. Driving senior dignitaries and officials or other staff of the European Institutions, mainly in Brussels, Luxembourg and Strasbourg, as well as in other Member States and non- EU countries.
- 7.2. Driving visitors from the diplomatic corps and VIPs.
- 7.3. Transporting goods/documents.
- 7.4. Transporting mail.
- 7.5. Ensuring proper use of the vehicle, particularly as regards maintenance and the vehicle's technological tools.
- 7.6. Ensuring the safety of passengers and goods during transport in compliance with the country's Highway Code.

- 7.7. Ensuring the loading and unloading of vehicles.
- 7.8. Carrying out administrative work and/or providing logistical support.

## **8. Movers**

- 8.1. Providing support in the relocation of staff and their installation in new offices/locations.
- 8.2. Supervising waste management/recycling of used office furniture/equipment.
- 8.3. Assisting in moving office furniture/equipment as required for events organised by the EU Institutions.

## **9. Parliamentary ushers and ushers for other institutions**

### **9.1. The Chamber and meeting rooms**

- (a) Providing practical assistance to the President of the European Parliament.
- (b) Welcoming and accompany participants.
- (c) Distributing documents in all languages.
- (d) Setting out desk nameplates.
- (e) Monitoring signing in by members of the European Parliament.
- (f) Managing the attendance lists.
- (g) Providing security and, at the President's request, intervening to maintain order.
- (h) Controlling access to the various rooms.

### **9.2. Protocol duties and official events**

- (a) Welcoming and accompanying VIPs.
- (b) Setting out flags.
- (c) Setting up protocol cordons.
- (d) Forming a guard of honour for official visits.

### **9.3. Other duties**

- (a) Distributing, collecting, and transporting mail by trolley.
- (b) Emptying documents from packing cases, trolleys, and cupboards.
- (c) Welcoming groups of visitors, accompanying and directing them to their assigned seats in the galleries and rooms; keeping order; ensuring specific instructions are followed.
- (d) Managing cloakrooms for groups of visitors.
- (e) Performing administrative tasks (mail registration, filing, e-mails, basic word processing, intranet etc.).
- (f) Providing information to visitors, officials, and others.
- (g) Assisting the fire prevention service.

## **10. Security and prevention officers**

- 10.1. Filtering and controlling the access of people and goods through scanners and detection gates.
- 10.2. Quickly and effectively handling specific situations, where necessary by visual recognition of Members of the European Parliament, permanent staff members, service providers and visitors.
- 10.3. Carrying out security patrols inside the EU institutions' buildings.
- 10.4. Carrying out security checks on mail, parcels and deliveries.
- 10.5. Intervening in the event of a fire emergency and/or alarm in accordance with the procedures established by the services responsible, and applying basic fire prevention and firefighting instructions.
- 10.6. Providing first aid to anyone in need.
- 10.7. Performing various administrative tasks (writing reports, filing, word processing, statistics, encoding, archiving and updating files).

## **11. Receptionist**

- 11.1. Welcoming people and identify their requests.
- 11.2. Providing information and giving directions or accompanying people to the contact person, department or place requested.
- 11.3. Welcoming high-ranking visitors and ensuring the smooth running of visits according to schedule.
- 11.4. Dealing with incoming and outgoing calls through a switchboard.
- 11.5. Preparing meeting rooms for all types of meetings/events.
- 11.6. Consulting, entering or updating data.
- 11.7. Managing documents.

The receptionists may be required to work in two or three shifts and, if necessary, to work at night and/or weekends.

## **12. Dispatcher**

- 12.1. Ensuring the reception of members of the European Parliament and handling their immediate transport requests.
- 12.2. Distributing journeys to drivers by combining / merging routes as much as possible.
- 12.3. Managing journeys efficiently in order to ensure a balanced working schedule for drivers (work/breaks).
- 12.4. Helping and advising on the best possible route in case of doubt.
- 12.5. Being the point of contact between drivers and providing coordination during a route.
- 12.6. Ensuring technical inspection and regular maintenance of cars.

## **13. Communication and information systems technicians / cabling agents**

- 13.1. Acting as the main contact point for users, providing assistance and advice in resolving their IT problems.
- 13.2. Providing an accurate diagnosis and identify appropriate technical solutions.
- 13.3. Advising/training users in the optimal use of their IT tools.
- 13.4. Maintaining the IT and audio-video cabling infrastructure in the buildings (modifications, repair, developments).
- 13.5. Carrying out the work and technical tasks needed to keep telecommunication networks and systems running smoothly.

## **EPSO/CAST/P/19/2018 - CHILD CARE STAFF - FG II**

### **1. Educators / childminders for after-school facilities and outdoor childcare facilities (children aged 3.5-14)**

- 1.1. Caring for children, proposing and animating different activities in accordance with the established educational programme.
- 1.2. Providing an atmosphere conducive to the well-being of the children so that they can develop in a calm and safe environment.
- 1.3. Supervising and assisting the children in the completion of the homework set by the school by providing an adequate atmosphere.
- 1.4. Establishing a partnership and maintaining courteous relations with parents to further the integration and development of their children.
- 1.5. Participating actively in meetings to discuss and monitor the educational programmes of the outdoor childcare facility and the after-school child-minding service to improve the children's care conditions.
- 1.6. Working as part of the team of "floating" childcare workers to ensure continuity of service.

## **2. Kindergarten teachers**

- 2.1. Caring for and educating children enrolled in the kindergarten in accordance with the established educational programme, so that they can develop their motor skills, social behaviour, intelligence and language.
- 2.2. Providing an atmosphere conducive to the well-being of the children so that they can develop in a calm and safe environment.
- 2.3. Establishing and maintain courteous relations with parents to further the integration and development of their children in partnership with them.
- 2.4. Working as part of the team of "floating" childcare workers to ensure continuity of service.
- 2.5. Proposing and animating different activities to enhance the children's motor skills and intellectual development and implementing the centre's pedagogical programme on a daily basis.
- 2.6. Accompanying and looking after the safety of the children on trips.
- 2.7. Giving each child the individual attention he/she needs, especially at moments involving particular closeness (meals and physical care).

## **3. Nursery nurses/childcare workers for children aged 0-3 in crèches**

- 3.1. Looking after and educating a group of children aged 0-3 at the European Commission's crèches (in Brussels, Luxembourg or Ispra) in accordance with the educational programme used as a frame of reference, so as to enable the children to develop their own identity, autonomy and skills.
- 3.2. Providing a calm and safe environment in all situations that is conducive to their well-being and development.
- 3.3. Giving each child the individual attention they need, especially at times involving close contact (meals and physical care).
- 3.4. If necessary, preparing babies' bottles in accordance with stringent hygiene and safety rules.
- 3.5. Establishing and maintaining courteous relations with parents to further the integration and development of their children in partnership with them.
- 3.6. Working flexibly as part of a team and stand in for other team members as required. During some periods, working as part of the "floating" team to ensure continuity of the service in all sections in different sites.

## **EPSO/CAST/P/20/2018 - EDUCATIONAL PSYCHOLOGISTS - FG IV**

This profile involves work with children aged 0-14 years. The main duties may include:

1. Providing expertise in the field of educational psychology to the day nursery and/or the after- school centre.
2. Following closely the work of the nursery nurses, kindergarten staff and/or teachers/educators to provide support for their educational work.
3. Contributing to ongoing training on educational matters in order to strengthen the professionalism of the educational staff.
4. Managing the training needs assessment and the implementation/improvement of the training plan and organisation of training actions in educational matters.
5. Observing and following the general development of the children, to assure optimal conditions for their well-being at the day nursery or after-school centre.
6. Informing parents, at meetings organised for this purpose, of their child's activities to maintain a relationship with them based on trust and partnership.
7. Taking steps to improve the conditions and ensure the well-being of the children.
8. Proposing changes to the general organisation in order to improve the pedagogical quality of work, the wellbeing of children at the day nursery and/or the after-school centre, and the service to parents.
9. Remaining in permanent contact, either collectively or on an individual basis with the nursery nurses, kindergarten staff and/or teachers/educators to ensure educational consistency of the teaching staff.
10. Developing proposals for planning the different aspects of the general organisation, including the selection

and acquisition of materials, to influence in a positive way the quality of life of the children and the service provided to the parents.

11. Ensuring the educational mission statement is implemented appropriately.
12. Participating in coordination between day nurseries and after-school centres.

### **EPSO/CAST/P/21/2019 - PROOFREADERS - FG III**

1. Proofreading texts in terms of spelling, grammar, punctuation, formatting, typography, highlighting and commenting on text that could be improved in terms of clarity, and inputting authors' corrections.
2. Preparing and checking proofs for publication in various formats and media.
3. Preparing manuscripts in electronic format or on paper in terms of spelling, grammar and syntax, and checking texts for their coherence and uniformity.
4. Checking compliance with stylistic conventions and rules, and the compliance of the texts with the Inter-institutional Style Guide adopted by all the European Union institutions.
5. Checking the quality of work performed by external contractors.
6. Preparing the Institutions' documents for publication and finalising texts in typographical terms.
7. Carrying out various other language-related tasks such as moderation of content of website pages and transcription.

### **EPSO/CAST/P/22/2019 - TRANSLATORS - FG IV**

1. Translating into "language 1" from at least two source languages.
2. Reading and correcting own translations.
3. Revising translations by other in-house and freelance translators.
4. Researching terminology and creating/maintaining term bases.
5. Helping with training measures and the development of IT tools.
6. Providing linguistic advice.
7. Sharing of specialist knowledge in domains of interest to the EU institution concerned.
8. Contributing to quality assurance and maintenance of linguistic data, including for machine translation.
9. Managing linguistic projects.
10. Managing linguistic workflows.

### **EPSO/CAST/P/23/2022 - BUILDING MANAGEMENT - LOGISTICS AND TECHNICAL AGENT - FG II**

This profile covers several specialities such as logistics support, moving coordination, management of equipment, cleaning supervision and verification, technical maintenance supervision, building helpdesk agent (technical dispatcher). The main duties may include:

1. Dealing with requests for technical help, ensuring monitoring, planning and follow up of technical interventions.
2. Cleaning: quality control, service level agreement (KPIs), interventions scheduling, agreement on cleaning methodology and process.
3. Waste management: invoice checking, annual waste inventory.
4. Allocating office space (offices) in buildings by drawing up plans, carrying out site visits, drawing up proposals for reallocating office space, etc.
5. Management of equipment (inventory, furniture, supplies).
6. Coordinating the moves of people and their belongings.
7. Contributing to the technical, administrative and financial management of the services contracts related to maintenance and/or fitting out.
8. Contributing to the technical maintenance and overall good state of the buildings.
9. Contributing to the operational and administrative management of environmental permits, environmental

and energy building certifications, contributing to the EMAS Eco-Management and Audit Scheme.

### **EPSO/CAST/P/24/2022 - BUILDING MANAGEMENT – BUILDING SPECIALIST - FG III**

This profile covers several specialities such as:

- Structural works: architecture, interior design, refurbishment and finishing, structure.
- Special techniques management: mechanical and lifts, hydraulics, plumbing.
- Project and facility management: building management system, construction, site management, real estate development and acquisitions, facility management/exploitation, maintenance management system, graphic support-computer assisted design, graphic support-building information modelling.
- Energy and environment management: mid and low voltage electricity, data and cabling design, heating-ventilation-air conditioning, environment and energy building management, environment and energy building certification, the EMAS Eco-management and Audit Scheme, air and water quality control.
- Health and safety management: security infrastructure, fire safety infrastructure, safety and health matters coordination, prevention counselling.

The main duties in these specialities may include:

1. Carrying out executive and supervisory duties relating to building upkeep and maintenance.
2. Carrying out executive and supervisory duties relating to energy and fluid consumption in buildings.
3. Carrying out executive and supervisory duties relating to fitting or refitting plans of buildings or building systems.
4. Participating in the preparation and organisation of public procurement procedures, drafting project specifications, preparing framework and specific contracts.
5. Developing project strategies and planning, organising quality control, identifying and analysing (potential) risks, defining and implementing risk reduction actions, reporting on project status, managing modifications/changes during the project.
6. Carrying out executive and supervisory work related to logistics associated with the activities above.
7. Carrying out executive and supervisory work in relation to the maintenance of fittings and building maintenance on the site.
8. Following-up of design and construction activities related to projects for new or existing buildings.
9. Assisting lead project managers in matters relating project programme, project budget, and activity planning.
10. Assisting in elementary/recurrent tasks for the reception of new buildings and/or technical installations.
11. Assisting lead project managers with the control of the design deliverables (from preliminary design to "as built" phases).
12. Assisting lead project managers with the reception of new buildings and/or technical installations.
13. Managing and implementing building information modelling (BIM) and computer assisted design (CAD) processes.
14. Carrying out executive and supervisory duties relating to safety, health and prevention matters.
15. Following-up on and updating environmental permits, building legal compliance, environmental and energy building certifications, and EMAS Eco-management and Audit Scheme, drafting "Green Public Procurement" specifications.

## **EPSO/CAST/P/25/2022 - BUILDING MANAGEMENT - ENGINEER / ARCHITECT - FG IV**

This profile covers several specialities such as projects, maintenance/facility management, and health and safety. These specialities may involve duties listed below.

1. Projects: architecture, refurbishments and finishing, structure, building management system, maintenance management system, building project management, real estate development and acquisitions, building information modelling (BIM). The specific duties in this speciality may include:
  - 1.1. Managing and following up on studies, construction, building layout.
  - 1.2. Designing real estate projects, monitoring their execution in all their phases and in all their aspects (technical, administrative, financial, budgetary), including reception.
  - 1.3. Ensuring the planning of acquisitions, constructions and extensions of buildings based on assessments of real estate needs in terms of surfaces, fixtures, equipment, reliability, etc.
2. Maintenance/facility management: mid and low voltage electricity, heating-ventilation-air conditioning, mechanical and lifts, hydraulics, plumbing. The specific duties in this speciality may include:
  - 2.1. Managing and following up on studies, layout, operation (maintenance), reliability of buildings and their equipment
  - 2.2. Evaluating real estate needs in terms of surfaces, fixtures, equipment, reliability, etc.
  - 2.3. Managing Building Information Modelling (BIM) process implementation.
3. Health and safety: security infrastructure, fire safety infrastructure, safety and health matters coordination, prevention counselling, environment and energy building certification, EMAS Eco-Management and Audit Scheme. The specific duties in this speciality may include:
  - 3.1. Managing and following up on the health and safety aspects during studies, works, operation (projects and maintenance).
  - 3.2. Carrying out executive and supervisory duties relating to safety, health, and prevention matters.

The following duties are common to the entire profile:

1. Preparing budgets, technical and administrative files, specifications and contracts.
2. Participating in technical and financial negotiations.
3. Advising the hierarchy on all matters pertaining to the job.
4. Organizing and managing information and any documentation related to the field of activity.
5. Managing and coordinating environmental permits, building legal compliance, environmental and energy building certifications and EMAS Eco-management and Audit Scheme, drafting "Green Public Procurement" specifications.

### **M1 ▼**

## **EPSO/CAST/P/26/2023 - SECURITY OPERATIONS, INCLUDING REGIONAL SECURITY - FG IV**

### **1. Security officers**

- 1.1. Contributing to the design and development of security policies and of the guidelines needed to implement them.
- 1.2. Preparing and facilitating decision-making (managerial and/or operational) in the department's area of responsibility.
- 1.3. Managing, implementing and coordinating the operational security service (including, when applicable, the budgetary and contract management in fields such as security guarding contracts or other aspects related to operational security services).
- 1.4. Administering and steering specific projects.
- 1.5. Managing and coordinating a 24/7 emergency response operational entity/security & safety dispatching.
- 1.6. Developing strategies and plans, and coordinating security awareness.

- 1.7. Supervising, managing, motivating and coordinating a team so as to make best use of human resources and ensure quality of service.
- 1.8. Managing emergency response in situations that could endanger the security of people assets or information.
- 1.9. Managing and implementing operational security activities in the field of counter-intelligence, counter-terrorism, and crisis management.
- 1.10. Performing threat assessment and risk analysis in the domain of security, including the recommendation and implementation of security measures.
- 1.11. Conducting investigations.
- 1.12. Organizing VIP close protection.

## **2. Regional security advisers**

- 2.1. Designing, evaluating, and supervising the use of equipment and implementation of procedures for security of persons, assets and information.
- 2.2. Ensuring good contacts with the authorities and/or agencies and forming the necessary links with the civil society.
- 2.3. Participating in security meetings organized by Member States, the UN and/or other partners.
- 2.4. Implementing measures in the fields of crisis management procedures, including aspects of evacuation.
- 2.5. Ensuring the definition of measures and follow up on recommendations in the fields of security of persons, assets or information.
- 2.6. Ensuring the completeness, timeliness and feasibility of the Delegation's contingency plans, making sure staff that is briefed and plans exercised.
- 2.7. Ensuring the respect of security procedures in the event of a crisis at the EU Delegation (and/or Office) within the geographical competence and supervising the updating of lists of expatriate staff and families in the event of an evacuation.
- 2.8. Raising awareness of, providing advice to and training expatriates and other staff on issues of protection and security.
- 2.9. Contributing to the implementation of security measures and keeping Headquarters and the Heads of Delegations (and/or Offices) in the area of geographical responsibility regularly informed via situation analysis and oral and written reporting.
- 2.10. Prepare and regularly update local threat assessments and security risk assessments, in countries within geographical responsibility. Designing, evaluating, and supervising the implementation of prevention and mitigation measures.
- 2.11. Contributing to reviewing and updating policies, norms and procedures related to security.
- 2.12. Performing or contributing to security audits on specific issues.

## **EPSO/CAST/P/27/2023 – SECURITY OPERATIONS, INCLUDING REGIONAL SECURITY – FG III**

### **1. Security officers**

- 1.1. Contributing to the emergency response in situations that could endanger the security of people, assets or information.
- 1.2. Collecting, organizing and analyzing intelligence on the basis of open sources, database and other IT tools.
- 1.3. Performing threat assessment and risk analysis in the domain of security, including drafting recommendations and implementing security measures.
- 1.4. Implementing and coordinating operational security services and security agent supervision services.
- 1.5. Coordinating operational 24/7 emergency response operational teams/security and safety dispatchers, ensuring the functioning integrity of technological services and the control of technical processes.
- 1.6. Participating in studies, drawing up notes, summaries and/or statistics, preparation of regulatory projects.
- 1.7. Preparing and implementing security crisis plans.
- 1.8. Preparing and participating in the operational management of events.

- 1.9. Monitoring, prevention and enforcement in the implementation of rules on access to buildings and use of car parks.
- 1.10. Conducting investigations.
- 1.11. Carrying out technical surveillance counter-measures inspections.
- 1.12. Providing VIP close protection services.

## **2. Regional security officers**

- 2.1. Designing, evaluating, and supervising the use of equipment and implementing procedures for security of persons, assets and information.
- 2.2. Ensuring good contacts with the authorities and/or agencies and forming the necessary links with the civil society.
- 2.3. Participating in security meetings organized by Member States, the UN and/or other partners.
- 2.4. Implementing measures in the fields of crisis management procedures, including aspects of evacuation.
- 2.5. Defining technical measures and follow up on recommendations in the field of security of persons, assets or information.
- 2.6. Ensuring the completeness, timeliness and feasibility of the Delegation's contingency plans, making sure staff that is briefed and plans exercised.
- 2.7. Ensuring the respect of security procedures in the event of a crisis at the EU Delegation (and/or Office) within the geographical competence and supervising the updating of lists of expatriate staff and families in the event of an evacuation.
- 2.8. Raising awareness of, providing advice to and training expatriates and other staff on issues of protection and security.
- 2.9. Contributing to the implementation of security measures and keeping Headquarters and the Heads of Delegations (and/or Offices) in the area of geographical responsibility regularly informed via oral and written reporting.
- 2.10. Preparing and regularly updating local threat assessments and security risk assessments, in countries within geographical responsibility. Designing, evaluating, and supervising the implementation of prevention and mitigation measures.

## **EPSO/CAST/P/28/2023 - SECURITY OPERATIONS - FG II**

1. Conducting the Emergency centre operations.
2. Operating and monitoring security systems and applications: early warning systems, access control, alarms and CCTV systems, intrusion detection, radio communication, etc.
3. Responding to security events in accordance with the instructions in force.
4. Verifying the quality of security services.
5. Drawing up incident reports, drafting and following-up on security reports on events, anomalies and checks carried out during the service.
6. Contributing to risk management in the area of security.
7. Monitoring access to building entrances and meeting rooms, participating in the surveillance of buildings and facilities.
8. Participating in security investigations.
9. Providing VIP close protection services.

## **EPSO/CAST/P/29/2023 - TECHNICAL SECURITY - FG IV**

1. Transposing and implementing threat assessment and risk analysis into technical specifications or operational procedures.
2. Preparing, coordinating, managing and designing technical security projects.
3. Formulating and developing minimum technical security standards.
4. Managing the installation, supervision of operations, operation and maintenance of technical security

systems.

#### **EPSO/CAST/P/30/2023 - TECHNICAL SECURITY - FG III**

1. Performing technical security risk assessment and drafting technical specifications for technical security projects.
2. Monitoring construction works and installations in the field of security and safety equipment.
3. Monitoring the operations and maintenance of technical security systems and products.

#### **EPSO/CAST/P/31/2023 - TECHNICAL SECURITY - FG II**

1. Contributing to technical security risk analysis.
2. Monitoring construction works and installation of systems and equipment in the field of security and safety.
3. Monitoring the operations and maintenance of technical security systems and products.

#### **EPSO/CAST/P/32/2023 - INFORMATION AND DOCUMENT SECURITY - FG IV**

1. Drafting security policies, standards, and related documents.
2. Designing, analyzing, drafting and implementing security controls adapted to the assessed level of risk in the domain of information and document security.
3. Identifying, assessing and integrating security products, including improvement of specific security tools (among others deployment of open-source solutions in the area of IT security).
4. Developing procedures and systems for handling EU classified information, designing secure system administration and monitoring services.

#### **EPSO/CAST/P/33/2023 - INFORMATION AND DOCUMENT SECURITY - FG III**

1. Contributing to the drafting of policies and the implementation of security controls in the domain of information and document security.
2. Ensuring good performance of services aiming at handling EU classified information contributing to the development, administration and proper use of Classified Information and Communication Systems.

#### **EPSO/CAST/P/34/2023 - IT SECURITY - FG IV**

1. Drafting security policies, standards, and related documents.
2. Designing, analyzing, drafting and implementing security controls adapted to the assessed level of risk in the domain of information and document security.
3. Identifying, assessing and integrating security products, including improvement of specific security tools (among others deployment of open-source solutions in the area of IT security).
4. Performing periodic security assessment, IT security audits, IT security inspections, vulnerability management and assessment, penetration testing.
5. Detecting IT security incidents, coordinating IT security incident response and incident investigations.

#### **EPSO/CAST/P/35/2023 - IT SECURITY - FG III**

1. Assisting in drafting security policies, standards, and related documents.
2. Assisting in designing, analyzing, drafting and implementing security controls adapted to the assessed level of risk in the domain of information and document security.
3. Assisting in identifying, assessing and integrating security products, including improvement of specific security tools (among others deployment of open-source solutions in the area of IT security).

4. Assisting in periodic security assessment, IT security audits, IT security inspections, vulnerability management and assessment, penetration testing.
5. Assisting in detecting IT security incidents, coordinating IT security incident response and incident investigations.
6. Carrying specialized checks and security investigations related to IT security.

### **M3 ▼**

#### **EPSO/CAST/P/36/2023 – RECORDS MANAGER – ARCHIVIST – FG IV**

1. Assisting and advising management on all aspects of the records management and archiving policy.
2. Developing and implementing rules and procedures for records management and archiving and contributing to improving existing working procedures, records management tools (retention schedules, filing plan, archive inventory and other archival tools) and IT systems.
3. Ensuring access to documents in compliance with the applicable provisions and following the handling of internal and external requests for information.
4. Training users in procedures and methods related to records and archives management.
5. Contributing to ensuring the authenticity and long-term preservation of documents, particularly in an electronic environment.
6. Managing projects in the field of records management and archives.
7. Taking part in public procurement and contracting, and in the planning and financial monitoring of activities related to records management and archives.

#### **EPSO/CAST/P/37/2023 – RECORDS MANAGER – ARCHIVIST – FG III**

1. Assisting in the implementation of document management rules and in the efficient use of dedicated IT systems.
2. Assisting in the drawing up of guidelines and improvement of existing working procedures in the field of records management and archives.
3. Collecting, sorting, indexing, classifying and conserving documents, writing a contextual historical description of holdings, entering document and file references, preparing and analysing files for processing.
4. Drawing up and updating a classification plan and archive inventories, ensuring the authenticity of documents.
5. Providing assistance for users; helping researchers, supervising the archiving activities, organising, ensuring the security of and making available consultation rooms and archives in cases where secret or confidential documents are to be examined; training users and staff in the relevant professional domain.
6. Budget administration (contact with suppliers, preparation of requests to commit expenditure, etc.); preparing/verifying tender documents and assisting in other public contract procedures.

### **B ▼**

[End of ANNEX I, click here to return to main text](#)

## **ANNEX II. Language requirements**

It has long been standard practice to use mainly English, French, or German for the purposes of internal and external communication in and by the EU institutions.

The options for language 2 in these selection procedures (i.e. English, French, or German) have been defined in line with the interests of the service which require newly recruited contract agents to be immediately operational and capable of communicating effectively in their daily work.

Contract agents are recruited on short- to mid-term contracts in order to meet immediate, specific staffing needs. They are generally either assigned to perform tasks under the supervision of officials or temporary staff or recruited to replace temporarily absent staff. The recruitment of contract agents is based on the assumption that they will be immediately operational and that they will step into an existing working situation, thus closely interacting with existing staff.

Given that new recruits need to be able to assume their duties immediately and without receiving additional language training, they must be able to communicate in at least one of the limited number of vehicular languages used within the recruiting services, i.e. English, French, or German. Were the new recruits not be able to communicate effectively and carry out the duties for which they have been recruited, these selection procedures would not be fit for purpose, and the efficient functioning of the institutions could potentially be severely impaired.

[End of ANNEX II, click here to return to main text](#)

### **ANNEX III. Special codes to be indicated in applications for “Building Management” profiles EPSO/CAST/P/23/2022, EPSO/CAST/P/24/2022, and EPSO/CAST/P/25/2022**

The codes listed in this Annex are meant to facilitate identifying candidates with specific technical skills. They are identical in all languages. Candidates are invited to use these codes in the application forms (under tabs ‘Professional Experience’ and/or ‘Education and Training’) to highlight certain skills when describing their training or professional experience. Several codes may be used if needed. The declared skills will be assessed by the recruiting services.

#### **EPSO/CAST/P/23/2022 – Building Management – Logistics and technical agent – FG II**

[CClea] Cleaning supervision  
[CHelp] Technical helpdesk  
[CLog] Logistics agent

#### **EPSO/CAST/P/24/2022 Building Management – Building specialist – FG III**

##### **Structural works**

[TArch] Architecture, interior design  
[TRef] Refurbishment and finishing  
[TStru] Structure

##### **Special techniques**

[TElec] Electricity mid & low voltage  
[TDaCa] Data and cabling design  
[THvac] Heating-Ventilation-Air Conditioning  
[Tlsec] Security infrastructure  
[Tlfir] Fire safety infrastructure  
[TMeca] Mechanical and lifts  
[THydr] Hydraulic, Plumbing  
[Tlbms] Building Management system

##### **Project and facility management**

[TCstr] Construction, site management  
[TReal] Real estate development and acquisitions  
[TFm] Facility management - exploitation  
[TImms] Maintenance Management system  
[TGcad] Graphic support computer assisted design  
[TGbim] Graphic support building information modelling

##### **Energy and environment management**

[TEnv] Environment and energy building management  
[TEcem] Environment and energy building certification, EMAS Eco-management and Audit Scheme,  
[TEqaw] Air and water quality control

## **Health and safety management**

[TSafe] Safety and health matters coordination  
[TCouns] Prevention counselling

## **EPSO/CAST/P/25/2022 Building Management - Engineer / Architect - FG IV**

### **Building management – project**

[PArch]Architecture  
[PRef] Refurbishment and finishing  
[PStru] Structure  
[PElec] Electricity mid & low voltage  
[PHvac] Heating-Ventilation-Air Conditioning  
[PISec] Security infrastructure  
[PIfir] Fire safety infrastructure  
[PMeca] Mechanical and lifts  
[PHydr] Hydraulic, Plumbing  
[PIbms]Building Management system  
[PBprm] Building project management  
[PEnvi] Environment and energy building specialist  
[PEcem] Environment and energy building certification, EMAS Eco-management and Audit Scheme, air and water quality control  
[PReal] Real estate  
[PBIM] BIM management

### **Building management - maintenance/facility management**

[MArch]Architecture  
[MRef] Refurbishment and finishing  
[MStru] Structure  
[MElec] Electricity mid & low voltage  
[MHvac] Heating-Ventilation-Air Conditioning  
[MISec] Security infrastructure  
[MIfir] Fire safety infrastructure  
[MMeca] Mechanical and lifts  
[MHydr] Hydraulic, Plumbing  
[MIbms]Building Management system  
[MIImms]Maintenance Management system  
[MEnvi] Environment and energy building specialist  
[MEcem] Environment and energy building certification, EMAS Eco-management and Audit Scheme, air and water quality control  
[MReal] Real estate  
[MBIM] BIM management

### **Safety and health matters coordination**

[HSafe] Safety and health matters coordination  
[HCouns1] Prevention counsellor 1<sup>st</sup> level  
[HErgo] Prevention counsellor in ergonomics  
[HPsych] Prevention counsellor in psychosocial aspects

[HHyg] Prevention counsellor in work hygiene

[End of ANNEX III, click here to return to main text](#)