



CALL FOR APPLICATIONS FOR THE SELECTION OF TEMPORARY STAFF

No AD.2023.02 — Head of Information Communication and Technology unit Temporary Agent (AD 9) — five-year contract

The EMCDDA is one of the European Union's decentralised agencies. Established in 1993 and based in Lisbon, it is the central source of comprehensive information on drugs and drug addiction in Europe.

The EMCDDA is an equal opportunities employer and accepts applications without distinction on the grounds of age, gender, race, political, philosophical or religious conviction or sexual orientation and regardless of disabilities, marital status or family situation.

For further information on the EMCDDA, please visit <https://www.emcdda.europa.eu/>.

1. Job profile

1.1. Overall purpose

The job holder will report directly to the EMCDDA Director.

The Head of the Information Communication and Technology (ICT) Unit shall proactively contribute to the fulfilment of the agency's mission, particularly regarding all matters related to the planning and management of the implementation, operation, development, optimisation and maintenance of the information and communication systems. In the role of manager, the successful candidate shall ensure that the different teams under his or her supervision deliver professional and efficient services at the EMCDDA.

In order to perform the duties of the post and ensure effective communication with the different actors and stakeholders involved, the main working language required for the job is English.

1.2. Main duties

The successful candidate will be in charge of the following assignments:

- Support the agency's mission and vision by providing leadership and direction to the ICT team, developing a focus on the creation of clear and value-added business outcomes, while ensuring compliance with the regulatory framework and rules;
- Drafting and implementation of the agency's ICT strategy and cloud strategy while ensuring alignment with the business strategic objectives;
- Contribute to the further development of the ICT governance, by strengthening the role of the ICT Steering Committee;
- Lead a stepwise development of an ICT capability driven model adaptable to support the agency's future eco-system and supporting platforms;



- Lead the drafting and implementation of the EMCDDA's ICT work programmes and performance management framework, by establishing the appropriate processes and setting priorities for budgeting, sourcing and procurement, technical implementation, performance and compliance management, within the unit;
- Understand and develop the team dynamics, besides the formal organisation into two sectors (Service Delivery and Service Support), based on the transversal, across the unit, work processes, and, of utmost importance, the different assigned roles being performed in a team spirit rooted in respect, trust and mutual assistance;
- Ensure that processes are in place for managing and coordinating the human resources in order to remain compliant with regulations and acceptable practices, while fostering innovation, agility and team spirit.
- Define the strategic approach for the sourcing and procurement of services and systems, for all technical ICT services, provided via internal and third parties, ensuring that they are fit for purpose and meet the agreed service levels and objectives;
- Further develop and implement, in close cooperation with relevant business partners, ICT policies, strategies and procedures, including those for architecture, security, disaster recovery, standards, procurement, service provision and regulatory compliance;
- Oversee of the agency's ICT operations, review performance of ICT processes, applications and systems to determine operating costs, productivity levels and capacity requirements; benchmark, analyse, report on, and make recommendations for continuous improvement and innovation;
- Keep abreast of developments in cloud technologies and emerging technologies such as artificial intelligence and machine learning;
- Develop and foster strong strategic relations, in particular with the EU institutions, but also with other relevant entities, assuring best practice and benchmarking, aiming to keep the agency abreast of relevant external trends;
- Any other assignments, as identified by the Director.

2. Job requirements

2.1. Eligibility requirements

The following requirements shall be met by the deadline for applications:

General conditions:

- Be a national of one of the Member States of the European Union, Norway or Türkiye;
- Have fulfilled any obligations imposed by the applicable laws concerning military service, if any;
- Produce the appropriate character references as to the suitability for the performance of the required duties;
- Be physically fit to perform his/her duties ⁽¹⁾.

¹ As a condition for appointment, the successful candidate shall be medically examined in order that the EMCDDA may be



Education and professional experience:

- Have a level of education which corresponds to completed university studies of at least 4 years attested by a diploma and, after having obtained the university diploma, at least 12 years of appropriate professional experience, or
- Have a level of education which corresponds to completed university studies of at least 3 years attested by a diploma and, after having obtained the university diploma, at least 13 years of appropriate professional experience ⁽²⁾.

Language skills:

- Possess a thorough knowledge of one of the official languages of the European Union and a satisfactory knowledge of another of these languages to the extent necessary for the performance of the required duties ⁽³⁾.

2.2. Essential requirements

Eligible candidates will then be evaluated as follows:

a- On the basis of the paper application by assessing the following:

- A university degree in informatics, computer science, engineering or in another science relevant to this job;
- At least seven years of professional experience acquired in positions relevant to the aforementioned duties;
- Proven experience in managerial positions;
- Proven knowledge and expertise in three or more of the following areas: business analysis, Business Intelligence, Enterprise Architecture, Technical data management, ICT infrastructure management, Business continuity management and disaster recovery, organisation and management of information security (ISO 27001), digital innovation strategic programmes;
- At least five years proven experience in developing and implementing ICT strategies, policies and procedures;
- Strong experience in the development of digital platforms and interactive digital ecosystems;
- Good financial management competences and a sound understanding of procurement.

b- On the basis of the interview by assessing the following:

- Capacity to lead change processes namely in the area of ICT governance;
- Willingness and ability to match concretely high-level organizational goals with ICT

satisfied that he/she fulfils this requirement, as foreseen in Article 12(d) of the Conditions of employment of other servants of the European Communities.

² Only diplomas issued by EU Member State authorities and diplomas recognised as equivalent by the relevant EU Member State bodies are accepted. If the main studies took place outside the European Union, the candidate's qualification must have been recognised by a body delegated officially for the purpose by one of the EU Member States (such as a national ministry of education) and a document attesting so must be submitted if the candidate has been invited for an interview. This will enable the selection board to assess accurately the level of the qualifications.

³ In addition, in order to be eligible to a first promotion, the staff member shall prove a working knowledge of a third EU language.



programmes and services;

- Ability to determine and assign priorities, to monitor and evaluate the progress made towards achieving the unit's goals;
- Excellent interpersonal skills and ability to establish and maintain effective partnership and working relations in a multicultural environment;
- Excellent communication skills in English.

c. On the basis of written test and case study, by assessing the following:

- Excellent English drafting skills;
- Besides the technical knowledge relating to the subject matter, abilities in relation to scoping, structuring, analysis and synthesis, completeness, style and tone;
- Strong interpersonal and communication skills: capacity to communicate with clarity, concision and structure to achieve mutual understanding; capacity to inspire and engage others through words and actions.

2.3. Advantageous requirements

The advantageous requirements will be evaluated as follows:

a- On the basis of the paper application by assessing the following:

- Certifications in areas such as project management, service management, information and ICT security;
- Proven experience in leading agile teams.

On the basis of the interview by assessing the following:

- Capacity to lead successful agile teams.

3. Submission of applications

Interested candidates must apply for this post through the EMCDDA e-recruitment application, accessible on this link: <https://e-recruitment.emcdda.europa.eu>. Please note that to make an EMCDDA online application you will need to create your EMCDDA profile using a valid e-mail address and a password.

Candidates should ensure that they clearly indicate how they meet the selection criteria in their application.

The closing date for the submission of applications is 13/11/2023 at 23.59, Lisbon time.

4. Selection procedure

The selection will be carried out in four phases:

Phase 1: The selection committee will analyse the applications to verify the candidates' eligibility, by



assessing their compliance with the requirements set out in this call for applications. Failure to comply with one of the eligibility requirements will result in exclusion from the selection procedure. The selection committee will then define and rank the eligible candidates who have obtained at least 60 % of the total points available for the essential requirements (a maximum of 10 points are available per essential requirement). The highest-ranked candidates, up to a maximum of 10, will be invited to the next phase of the selection process. This number may be changed by the appointing authority, depending on the number of applications received.

Phase 2: The selected candidates will be invited to carry out a written test with a maximum value of 30 points. This will encompass questions relating to EU history and the EU institutions, including the EMCDDA, as well as topics related to the job. The selection committee will assess the result of the written tests anonymously. The candidates will also be interviewed by the selection committee to assess and rank their compliance with the set essential requirements (each of these is worth up to 10 points). The selection committee will draw up a shortlist of the candidates considered suitable to occupy the position advertised and who obtained at least 70 % of the total points available for this phase of the selection process.

Phase 3: The candidates placed on the shortlist at the end of phase 2 will go to an assessment centre unless they have already taken part in such an assessment in the two years preceding the closing date for the receipt of applications. However, candidates who attended an assessment centre between 18 months and two years prior to this call may be asked to attend the centre again. The assessment centre will evaluate the candidates' potential and provide an in-depth analysis of managerial skills, adaptability and other core competencies relating to the position advertised. It will encompass individual and/or group exercises and interviews focusing on management skills. The result of the assessment centre will be taken into consideration by the appointing/contracting authority.

Phase 4: Upon completion of the assessment centre, the candidates on the shortlist will be interviewed by the EMCDDA Director and one EMCDDA staff member of a grade and management function equal or superior to that of the position advertised.

The selection committee will be composed as follows:

- Ms Rosemary Martin de Sousa (chairperson)
- Mr Pedro Ribeiro (member)
- Ms Andrea Classen (member)
- Mr Nikolaos Fikatas (external member)
- Ms Linda Montanari (member designated by the EMCDDA Staff Committee)

The selection committee's work and deliberations are strictly confidential, and any contact, either direct or indirect, with its members is strictly forbidden. The confidentiality principle is intrinsic to all steps of the recruitment procedure and is in accordance with Article 6 of Annex III to the Staff Regulations of Officials of the European Communities.

Due to the large volume of applications, only candidates selected for phase 2 will be contacted. Candidates who have not been contacted by the EMCDDA by 30/01/2024 should consider that their application has been unsuccessful. For up-to-date information on the process of this selection



procedure, please visit the EMCDDA's website at the following link:
<http://www.emcdda.europa.eu/about/jobs>

Applicants invited for the second phase may be entitled to a flat-rate contribution towards travel and subsistence expenses. Information will be provided together with the invitation letter.

5. Reserve list and engagement

The work of the selection committee ends with the preparation of a draft reserve list of candidates considered suitable to occupy the position advertised, to be proposed to and approved by the appointing/contracting authority of the EMCDDA.

Only candidates who reach 70 % of the marking points available for the second phase can be included in the reserve list for appointment. On the basis of the adopted reserve list, the appointing/contracting authority of the EMCDDA may offer a contract of engagement. Candidates shall note that the inclusion in the reserve list does not guarantee recruitment, which will depend, among other things, on availability of vacant posts and budget.

The established reserve list may be used in order to fill similar positions within the EMCDDA.

The reserve list will be valid until 31/12/2025 and may be extended by decision of the EMCDDA appointing/contracting authority.

6. Conditions of employment

6.1. Legal framework

A contract offer will be made pursuant to the [Conditions of employment of other servants of the European Union](#), for a five-year period according to Article 8 of these Conditions.

The place of employment will be Lisbon, Portugal, where the EMCDDA has its seat.

6.2. Pay and welfare benefits

The job holder's monthly basic salary, for AD 9 step 1 will be approximately EUR 8 936.

Depending on the individual family situation and the place of origin, staff members may in addition be entitled to:

- Expatriation or foreign residence allowance;
- Household allowance;
- Dependent child allowance;
- Pre-school allowance and an education allowance;
- Reimbursement of removal costs.



The salary of the job holder is subject to a community tax deducted at source and is exempt from national tax. The salary package will be affected by a weighting factor (94.2 % for Portugal) and includes the European Community social security and pensions schemes.

Other features of working conditions applicable at the EMCDDA are:

- Annual leave entitlement of two days per calendar month plus additional days depending on distance from the place of origin, grade, age;
- General and applicable technical training plus professional development opportunities;
- EU Joint Sickness Insurance Scheme, accident and occupational disease insurance coverage, unemployment and invalidity allowance.

6.3. Confirmation of engagement and security clearance

Staff engaged by the EMCDDA are required to serve a probationary period of nine months. Successful applicants may be required to undergo a security vetting and clearance procedure.

6.4. Declaration of commitment to serve the public interest independently

Staff engaged by the EMCDDA are required to make a declaration of commitment to act independently in the public interest and to make a declaration in relation to the interests that might be considered prejudicial to his/her independence.

EMCDDA staff are required to carry out their duties and conduct solely with the interests of the EMCDDA and of the European Union in mind; they shall neither seek nor take instruction from any government, authority, organisation or person outside his institution. EMCDDA staff shall carry out the duties assigned objectively, impartially and in keeping with the duty of loyalty to the EMCDDA and to the European Union.

7. Protection of personal data

All personal data collected for this selection process will only be used for the purposes of this selection procedure and will in no case be transmitted to any third party. Any data provided will be treated in the strictest confidence and with high standards of security. All documents provided to the EMCDDA during this selection procedure will be kept in the EMCDDA's files and will not be returned to applicants. Application documents will only be kept for as long as it is mandatory to fulfil the requirements of existing auditing/control procedures applicable to the EMCDDA.

For further details please read carefully the 'Privacy statement' as published in the EMCDDA website at the following link: https://www.emcdda.europa.eu/about/data-protection_en.

8. Request for review and appeal procedure

A candidate who feels that a mistake has been made during the selection procedure may ask to have his/her application reconsidered by sending, within 20 calendar days from 30/01/2024, a request for review, quoting the number of the selection procedure concerned to the Chairperson of the selection committee at the following address:



EMCDDA
Chairperson of the selection committee
Praça Europa 1, Cais do Sodré
1249-289 Lisbon
Portugal

The selection committee will reconsider the application and notify the candidate of its decision within 45 calendar days of receipt of the letter.

If a candidate considers that he/she has been adversely affected by a particular decision, he/she can lodge a complaint under Article 90(2) of the Staff Regulations of Officials of the European Communities and Conditions of employment of other servants of the European Communities, at the following address:

The EMCDDA Director
Praça Europa 1, Cais do Sodré
1249-289 Lisbon
Portugal

The complaint must be lodged within three months. The time limit for initiating this type of procedure (see Staff Regulations <https://eur-lex.europa.eu/>) starts to run from the time the candidate is notified of the act adversely affecting him/her.

Like all citizens of the European Union, you can make a complaint to the European Ombudsman:

European Ombudsman
1 avenue du Président Robert Schuman — CS 30403
67001 Strasbourg Cedex
FRANCE
<http://www.ombudsman.europa.eu/media/en/default.htm>

Note that complaints made to the Ombudsman have no suspensive effect on the period laid down in Articles 90(2) and 91 of the Staff Regulations for lodging complaints or for submitting appeals to the Civil Service Tribunal under Article 270 of the Treaty on the Functioning of the European Union. Note also that, under Article 2(4) of the general conditions governing the performance of the Ombudsman's duties, any complaint lodged with the Ombudsman must be preceded by the appropriate administrative approaches to the institutions and bodies concerned.

9. EMCDDA contact details

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Date of publication: 11/10/2023