

CALL FOR EXPRESSIONS OF INTEREST - CONTRACT STAFF (FGIV)

Reference number: RCT-2020-00079

Senior Assistants in the ETIAS Central Unit (two profiles)

Position (business title):	Senior Assistants in the ETIAS Central Unit (two profiles) <i>(a reserve list to be created for various positions to be filled)</i> <ul style="list-style-type: none">- Applications Handler;- Traveller and Carrier Support Operator.
Sector/Unit/Division:	Task Force ETIAS / ETIAS Central Unit Division ¹
Function group / Grade:	Contract Staff, FGIV, grades 13, 14 and 16 (based on the length of professional experience)
Location:	Warsaw, Poland
Starting date:	As from June 2021 <i>(estimated)</i>
Level of Security Clearance:	CONFIDENTIEL UE/EU CONFIDENTIAL
Closing date for applications	<u>(MIDDAY) 15 February 2021 at 12:00 h², Warsaw local time</u>

1. BACKGROUND

The European Border and Coast Guard Agency (Frontex) has been established under the European Border and Coast Guard Regulation³. The agency was created on the foundations of the European Agency for the Management of Operational Cooperation at the External Borders of the Member States of the European Union (established under Council Regulation (EC) No 2007/2004), which has been coordinating operational activities at the EU external border since 2005.

Frontex is located in Warsaw, Poland, and is in the process of significantly increasing the size of its staff to 2,000 to meet its expanding tasks.

The Agency's key tasks include:

- Operational and technical assistance to the EU member states at their external borders by coordinating joint border control operations including deployment of vessels, aircraft and other equipment and border and coast guards from EU countries;
- Coordination of border surveillance and law enforcement activities being part of maritime security in cooperation with national authorities and EU agencies such as Europol, EMSA and EFCA;
- Situation monitoring of EU's external borders and risk analysis of all aspects of border and coast guard management, including assessment of the EU Member States' border control authorities' ability to face migratory pressure and different challenges at their external borders;
- Assisting Member States in returning nationals of non-EU countries who do not have the right to remain on the territory of the EU;

¹ Once it is established.

² Date of publication: 5 January 2021.

³ Regulation (EU) 2019/1896 of 13 November 2019 on the European Border and Coast Guard (OJ L 295, 14.11.2019, p.1).

- Development of training programmes for European border and coast guards;
- Monitoring new technological developments in the field of border control and acting as an interface between research institutions, industry and national border and coast guard authorities;
- Cooperation with EU and international organisations in the area of border and coast guard management, security, and prevention of cross-border crime (including terrorism);
- Assist non-EU countries in the context of technical and operational cooperation on border management including return of non-EU nationals, in the framework of the EU external relations policy.

For more information, please refer to our website: <http://www.frontex.europa.eu>.

2. ETIAS AND INTEROPERABILITY TASK FORCE AND THE ETIAS CENTRAL UNIT DIVISION⁴

BACKGROUND

Around 1.4 billion people from 60 countries worldwide can currently benefit from visa-free travel to the European Union. With the ever-increasing number of travellers, the biggest challenge for border authorities in the EU is to ensure smooth movement of legitimate travellers, while detecting any illegal activity at the borders.

This is why the EU set up the European Travel Information and Authorisation System (ETIAS), dedicated to the non-EU travellers who are exempt from the visa requirement. ETIAS will help verify the applications of the travellers coming from those countries to assess whether they are entitled to enter the Schengen Area.

ETIAS will contribute to optimise border control procedures on arrival, shortening the time needed to cross the Union's borders. It will strengthen border management, reinforce the EU visa liberalisation policy and help prevent illegal immigration. It will also contribute to the fight against terrorism and organised crime. Currently, ETIAS is in the development phase and is expected to become operational at the end of 2022. The next two years will be crucial for the creation of this system.

ETIAS-related entities at Frontex are the ETIAS and Interoperability Task Force and the ETIAS Central Unit.

ETIAS AND INTEROPERABILITY TASK FORCE

The ETIAS and Interoperability Task Force has been established at Frontex to set up the ETIAS Central Unit and oversee the implementation of the Interoperability Regulation in the Agency.

The Task Force's most challenging task is the setting up of the ETIAS Central Unit. To achieve it, the Task Force works in close cooperation with two other EU Agencies: eu-LISA and Europol. It also cooperates with the European Commission, the EU Member States and carriers.

The scope of setting up the Central Unit includes a wide variety of activities such as:

- identifying adequate office space and relevant facilities;
- describing the business processes;
- defining the standard operating procedures;
- participating in the testing of the ETIAS Central System;
- organizing staff recruitment and training;
- acquisition, customisation, testing of IT components

The Task Force provides a dynamic and stimulating working environment. The number of its staff is expected to rise rapidly in the coming months and years to fulfil the growing needs related to the set-up, operations and operational management of the ETIAS Central Unit.

The new staff members of the ETIAS Central Unit Division will first work in a project mode on the ETIAS and Interoperability projects within the ETIAS and Interoperability Task Force until their entity (Unit, Sector, Team, etc.) is officially established and declared operational.

⁴ The structure of the ETIAS Central Unit has not been fully defined yet. The references are rather to the services that will be provided and not mandatory to a concrete organizational entity.

ETIAS CENTRAL UNIT DIVISION

Regulation (EU) 2018/1240 establishes the European Travel Information and Authorisation System (ETIAS), which will be used by millions of nationals from around 60 visa-free non-EU countries in order to get an authorisation to travel to the European Union (EU) starting as of 2022.

The ETIAS Central Unit, which will become a division in Frontex, will play an important role in ensuring the internal security of the EU by working in close cooperation with the ETIAS National Units of those EU Member States, which apply the Schengen acquis, with the European Commission, eu-LISA and Europol. It will be based in Warsaw, Poland, and operational 24 hours a day, seven days a week.

While over 95 % of authorisations will be granted automatically to the applicants within a few minutes, should the automated process generate a 'hit', the Central Unit will verify the application for a travel authorisation, remove any ambiguity about the match of an applicant with the reported hits and where necessary, trigger the manual processing by the relevant ETIAS National Unit.

The Central Unit will define, test, implement, evaluate and revise specific risk indicators and screening rules in order to detect applications presenting high security, illegal immigration or high epidemic risks.

It will carry out regular audits on the processing of applications and on the implementation of the ETIAS screening rules, particularly concerning their impact on the fundamental rights of the applicants and especially on the compliance with the data protection rules. The Central Unit will also provide information about ETIAS to the general public and operate a support service for travellers and carriers.

Applications Handlers Unit

The mission and main task of the Applications Handlers Unit is to verify within 12 hours all cases where the automated application process flagged an issue in an application. If a "hit" is confirmed or if there are further doubts related to the application, the ETIAS Central Unit will trigger the manual processing of the application file by the National Unit of the responsible Member State. It will be operational 24 hours a day, 7 days a week.

The Unit will also

- a) ensure that the data it enters in the application files are up to date and in accordance with the relevant legal provisions, and correct the data in case of an error;
- b) indicate, where necessary, the Member State responsible for the manual processing of the application;
- c) process requests made by Europol for consultation of data in the ETIAS Central System;
- d) facilitate, where necessary, consultations between Member States or between the responsible Member State and Europol.

The Unit will also perform any other tasks that will be assigned to it during the practical implementation phase.

Assistance Centre Unit

The mission and main task of the Assistance Centre Unit is to provide assistance to travellers and carriers.

The Unit will support

- a) the requests related to the application process for the ETIAS authorisation, addressed directly to the ETIAS Central Unit by travellers who encounter problems when filling-in the application form and request assistance;
- b) the carriers in the handling of operational issues that result from their obligations to consult the EES, VIS and ETIAS and will keep FAQ and the general information to carriers up to date.

The Unit will be reachable 24/7 by e-mail and web-form. There will be also a dedicated phone line for urgent cases.

The Unit will also be responsible for any other tasks that might be assigned to it during the practical implementation of the ETIAS Central Unit.

3. DUTIES AND RESPONSIBILITIES LINKED TO THE POSITIONS

3.1. Applications Handler

During the development phase *[only applicable to the Applications Handlers joining the ETIAS Central Unit before the entry into operation of the ETIAS system]*

Support the ETIAS project within Frontex by:

- assisting the development and the documenting of the Standard Operating Procedures (SOPs) for handling of the application files by the ETIAS Central Unit, in close cooperation with ETIAS National Units, Europol and other relevant actors;
- taking part in user-acceptance tests to validate the functionalities of the ETIAS Central System, inputting the data and applying all relevant procedures following the test scenarios and reporting on the test results and encountered issues;
- contributing to the execution of the end-to-end testing of ETIAS by
 - inputting data;
 - applying all relevant procedures following the test scenarios;
 - reporting on the results and on any issues encountered during the execution of the tests and proposing improvement to the SOPs;
- preparing the system for the entry into operation.

After the entry into operation of the ETIAS *[applicable to the Applications Handlers joining the ETIAS Central Unit before and after the entry into operation of the ETIAS system]*

Perform the following main tasks within the Central Unit:

- following a positive reply resulting from the automatic query of the databases consulted by ETIAS, to process the requests submitted for verification by the ETIAS Central System to the ETIAS Central Unit. Once the verification is completed, to record the relevant result;
- to process Europol requests for access to ETIAS data for law enforcement purposes;
- to initiate and facilitate the consultation process between Europol and the National Units, where applicable;
- to perform data quality verifications and corrections, where applicable;
- to contribute to the improvement of the process, by reporting any difficulties and issues, as well as suggesting improvements of the system and the SOPs;
- to assist with the integration of new staff members, by coaching and advising.

3.2. Traveller and Carrier Support Operator

During the development phase *[only applicable to the operators of the Traveller and Carrier Support Service joining the ETIAS Central Unit before the entry into operation of the Entry and Exit System (EES)]*

Support the ETIAS project in Frontex by:

- contributing to the development and documentation of the information related to the support of the travellers and the carriers and the handling of the operational incidents and service requests addressed by the carriers;
- supporting the specifications, testing and refinement of the tools for the management of the incidents and service requests;
- producing statistics, reviews and data analysis and ad-hoc reports, as requested by the supervisor;
- supporting and contributing to the development and continuous improvement of the internal processes and procedures.
- contributing to the preparation of the information relevant to the carriers and the travellers.

After the respective entry into operation of the EES and ETIAS

Perform the following main tasks within the Traveller and Carrier Support Service:

- to process the carriers' requests for support on operational issues that might emerge in relation to consultation of the EES and ETIAS systems, to assess them, to take the appropriate action and to update the information in the ticketing system;

- to dispatch notifications to the relevant external stakeholders (National Units, eu-LISA, carriers, etc.) on issues affecting the good functioning of the ETIAS Central System, the Member States systems and the carrier systems in case of general technical problems;
- to contribute to the integration of new staff members, by coaching and advising.

Only after the entry into operation of ETIAS:

- to support the travellers facing difficulties while filling in their applications asking for support;
- to transfer the requests made by the data subjects for access to personal information stored in the ETIAS Central System to the responsible entity.

4. QUALIFICATIONS AND EXPERIENCE REQUIRED

4.1. Eligibility criteria

To be eligible, a candidate must:

- Possess a level of education which corresponds to completed university studies of at least three years attested by a diploma;

Only qualifications that have been awarded in EU Member States or that are subject to the equivalence certificates issued by the authorities in the said EU Member States shall be taken into consideration.

- Possess (by the closing date for applications) at least 1 year of proven full-time professional experience acquired after the respective diploma was awarded.

Professional experience will be taken into account after the award of the minimum qualification certifying the completion of the level of studies required above in the criterion a). Only duly documented professional activity is taken into account.

ANY GIVEN PERIOD OF STUDIES OR PROFESSIONAL EXPERIENCE MAY BE COUNTED ONLY ONCE. In order to be calculated as eligible, years of studies or professional experience to be taken into account shall not overlap with other periods of studies or professional experience, e.g. if the applicant had a full-time job and did freelance consultancy work in the evenings and weekends, the days spent on the latter will not be added to the period). In case of part-time work the professional experience will be calculated pro-rata in line with the workload stated by the applicant. Compulsory military service or equivalent civilian service accomplished after achieving the minimum qualification stated in the first two bullet points shall be taken into consideration as professional experience if the official documentation is provided.

- Produce evidence of thorough knowledge of one of the languages of the European Union and of satisfactory knowledge of another language of the European Union to the extent necessary for the performance of the duties (Common European Framework of Reference for Languages: B2 level);
- Be a citizen of one of the Member States of the European Union or the Schengen Associated Countries and enjoy full rights as its citizen;
- Have fulfilled any obligations imposed on him/her by the laws of the country of citizenship concerning military service.

4.2. Selection criteria

Suitability of applicants will be assessed against the following criteria in different steps of the selection procedure. Certain criteria will be assessed/scored only for shortlisted applicants during interviews (and/or tests):

Profile of Applications Handler

4.2.1.a Professional competences

The applicant will be required to demonstrate that he/she has:

1. At least two years of professional experience in case management;
2. At least two years of professional experience in data entry or in preparing files for decision-making based on comparison, verification and assessment of data from different sources;
3. Readiness to work in shifts covering 24/7;

4. Proficiency in English at least at the level of B2 (according to the [Common European Framework of Reference for Languages](#));
5. Experience in drafting and updating reports;
6. Proficiency in MS applications such as Word, Outlook, Excel and Power Point, etc.

Besides, the following attributes would be considered advantageous:

7. Experience of working in a multicultural environment, preferably in another EU Institution;
8. Knowledge of additional language next to the mother tongue and to English language(s);
9. At least one year of professional experience in the travel industry, in the area of verification of documents and travel conditions or in performing checks at the first and second line of border controls.

4.2.2.a Personal qualities and competences

10. Experience of at least one year in guiding, advising and coaching new colleagues;
11. Good communication skills, team-work approach and flexible service-oriented attitude;
12. Punctuality and high level of accuracy and attention to detail;
13. Good problem-solving and conflict-resolution skills with a strong sense of initiative and responsibility;
14. Ability to respect the confidentiality of work matters and to quickly grasp sensitive issues and to inform line managers accordingly;
15. Good organisational and coordination skills.

Profile of Traveller and Carrier Support Operator

4.2.1.b Professional competences

The applicant will be required to demonstrate that he/she has:

1. At least two years of professional experience in the use of IT systems, dealing with case and incident and/or problem management;
2. At least one year of professional experience as an operator in customer/service support services (preferably in the travel industry in the area of verification of documents and travel conditions) or as an operator performing checks at the first and/or second line of border controls;
3. Readiness to work in shifts covering 24/7;
4. Proficiency in English at least at the level of B2 according to the [Common European Framework of Reference for Languages](#);

Besides, the following attributes would be considered advantageous:

5. Working Experience in a Call Centre or a Service Centre;
6. Experience of working in a multicultural environment, preferably in another EU Institution;
7. Knowledge of additional language next to the mother tongue and to English language(s);
8. Knowledge of EU border management legal framework.

4.2.2.b Personal qualities and competences

9. Experience of at least one year in guiding, advising and coaching new colleagues;
10. Good communication skills, team-work approach and flexible service-oriented attitude;
11. Punctuality and high level of accuracy and attention to detail;
12. Good problem-solving and conflict-resolution skills with a strong sense of initiative and responsibility;
13. Ability to respect the confidentiality of work matters and to quickly grasp sensitive issues and to inform line managers accordingly;
14. Good organisational and coordination skills.

5. INDEPENDENCE AND DECLARATION OF INTEREST

The selected applicant(s) will be required to make a declaration of commitment to act independently in Frontex' interest and to make a declaration in relation to interests that might be considered prejudicial to his/her independence.

6. EQUAL OPPORTUNITIES

Frontex applies an equal opportunities policy and accepts applications without distinction on grounds of age, race, political, philosophical or religious conviction, sex or sexual orientation and regardless of disabilities, marital status or family situation.

7. SELECTION PROCEDURE

Attention:

1. This selection procedure is expected to attract a substantial number of applications. In case the number of eligible applications exceeds 100, the selection process may be run in two (or more) waves of assessment of applications (sorted in the order of submission).

2. We recommend you to apply as early as possible: Each applicant will have an equal chance to be considered for a placement on a reserve list (following the procedure described below), however the successful applications submitted in the earlier wave(s) will be considered first for engagement for an employment.

The selection procedure will include the following steps:

- After registration, each application is checked in order to verify whether it meets the eligibility criteria;
- All the eligible applications are evaluated by an appointed Selection Committee based on a combination of certain selection criteria defined in the Call for Expression of Interest (some criteria will be assessed/scored only for shortlisted applicants during interviews and tests). Certain selection criteria may be assessed/scored jointly and some criteria may be assessed/scored in two or more steps of the selection procedure;
- Best-qualified applicants who obtain the highest number of points within the application evaluation and who are matching best the evaluated selection criteria will be shortlisted and invited for a competency test(s) and interview(s); the names of the members of the Selection Committee will be disclosed to the applicants invited for the test and interview. Only shortlisted candidates will be contacted;
- The test and interview will be conducted in English⁵;
- During the interviews and tests, the Selection Committee will examine the profiles of shortlisted applicants and assess their relevancy for the position in question. Certain selection criteria may be assessed/scored jointly and some criteria may be assessed/scored in two or more steps of the selection procedure;
- As a result of the interview and test, the Selection Committee will recommend the most suitable applicant(s) for the position in question to the Executive Director of Frontex to be placed in a reserve list, which may also be used to fill similar vacant positions depending on the needs of Frontex. This reserve list will be valid for 2 years (the validity period may be extended). Each interviewed applicant will be notified in writing whether he/she has been placed on the reserve list. Applicants should note that the placement on the reserve list does not guarantee an employment offer. Successful applicants submitting their application in the earlier wave(s) will be considered first for engagement for an employment.

Successful applicants who might be considered for an appointment for the job will be requested to present originals of their diploma(s) and evidence of their professional experience clearly indicating the starting, finishing dates and scope of work and workload.

The work and deliberations of the Selection Committee are strictly confidential and any contact of an applicant with its members is absolutely forbidden.

8. APPOINTMENT AND CONDITIONS OF EMPLOYMENT

Additional interviews with respective manager(s) may be organized before an appointment of candidate from an established reserve list is proposed. The most successful applicant will be selected from the reserve list and appointed by the Executive Director of Frontex.

In order to be engaged, the appointed applicant shall:

- Be available for the job at short notice (not later than 4 months after the job offer is made);

⁵ Knowledge of the languages indicated among the selection criteria (if indicated by the applicant) will also be assessed.

- Produce the appropriate character references as to his/her suitability for the performance of duties (a criminal record certificate or equivalent certificate, not older than six months) and a declaration in relation to interests that might be considered prejudicial to his/her independence;
- Be physically fit to perform the duties⁶.

The successful applicant will be recruited as contract staff pursuant to article 3(a) of the Conditions of Employment of Other Servants of the European Communities (CEOS)⁷. The contract staff position in question is placed in function group IV⁸.

The staff member's remuneration consists of a basic salary and allowances. The staff member may be entitled to various allowances, in particular to an expatriation (16 % of basic gross salary) or to a foreign residence allowance (4 % of basic gross salary) - depending on particular situation, and to family allowances (depending on personal situation) such as household allowance, dependent child allowance, pre-school allowance, education allowance.

The final net calculation (amount payable) is as follows:

Function group and grade	FGIV, grade 13	FGIV, grade 14	FGIV, grade 16
1. Basic net/payable salary (after all deductions, contributions and taxes are applied)	2 127 EUR 9 501 PLN	2 300 EUR 10 273 PLN	2 874 EUR 12 883 PLN
2. Other possible monthly entitlements/allowances, depending on the personal situation of the candidate (expressed as gross amount weighted by 70.9 correction coefficient applicable for Poland):			
Household allowances (net)	187 EUR 836 PLN	194 EUR 865 PLN	210 EUR 937 PLN
Expatriation allowances (depending on family situation) (net)	405 - 577 EUR 1 808 - 2 575 PLN	456 - 631 EUR 2 038 - 2 817 PLN	584 - 761 EUR 2 609 - 3 400 PLN
Dependent child allowances for each child (net)	299 EUR 1 334 PLN	299 EUR 1 334 PLN	299 EUR 1 334 PLN
Preschool allowance (net)	73 EUR 326 PLN	73 EUR 326 PLN	73 EUR 326 PLN
Education allowance (net) up to	405 EUR 1 810 PLN	405 EUR 1 810 PLN	405 EUR 1 810 PLN

The remuneration is expressed in EUR, after the compulsory deductions set out in the Staff Regulations or in any implementing regulations is weighted by the correction coefficient for Poland (currently 70.9). It can be paid either in EUR or in PLN according to a fixed exchange rate (currently 4.466 PLN/EUR).

The remuneration of the staff members, the correction coefficient and the exchange rate are updated annually before the end of each year, with retroactive effect from 1 July, in accordance with Annex XI of the Staff Regulations.

Staff pays an EU tax at source and deductions are also made for medical insurance, pension and unemployment insurance. Salaries are exempt from national taxes. The rate of the solidarity levy is 6 %.

The headquarters agreement with the Polish authorities is effective as of 1 November 2017. Under this agreement the Polish authorities may provide the following main benefits to Frontex expatriate staff⁹:

⁶ Before the engagement, the successful applicant shall be medically examined by the EU medical service to fulfil the requirement of Article 83 of Conditions of Employment of Other Servants of the European Communities (OJ L 56, 4.3.1968, p. 10), as lastly amended.

⁷ OJ L 56, 4.3.1968, p. 1, as last amended by Regulation (EU, Euratom) No 1023/2013 of 22 October 2013, OJ L 287, 29.10.2013, p. 15, <http://eur-lex.europa.eu/LexUriServ/LexUriServ.do?uri=CONSLEG:1962R0031:20140101:EN:PDF>.

⁸ The grade will be awarded according to the length of proven professional experience after meeting the eligibility criteria published in section 4.1.

⁹ Staff of non-Polish nationality and non-permanent residents.

(a) in case a child may not be admitted to a European School - reimbursement of tuition cost of each dependent child (as from the age of 2.5 years) attending a school (up to and including secondary school) on Polish territory up to a limit of 35 000 PLN per school year;

(b) reimbursement of VAT on purchases of main household effects to assist a newcomer to settle in Warsaw;

(c) reimbursement of VAT on a purchase of a private car (this entitlement is renewable after 36 months).

An (accredited¹⁰) European School is gradually set up in Warsaw to allow dependent children of all Frontex staff (including Polish nationals) to attend a (tuition-free) European-type multilingual education.

Staff is entitled to annual leave of two working days per each complete calendar month of service and to additional days of leave depending on the grade and age. Moreover, two and a half leave days are granted every year to the staff members entitled to the expatriation or foreign residence allowance for the purpose of visiting their home country. In addition, there are on average 18 public holidays per year. Special leave is granted for certain circumstances such as marriage, birth or adoption of a child, etc.

Frontex being a knowledge based organization acknowledges the importance of training provided to its staff. Frontex provides general and technical nature training as well as professional development opportunities that are discussed annually during the staff performance appraisal.

Throughout the period of service staff is a member of the EU pension scheme. The pension is granted after completing a minimum of 10 years' service and after reaching the pensionable age of 66 years. The pensionable age for staff recruited before 1 January 2014 varies between 60 and 65 years. Pension rights acquired in one or more national schemes before starting to work at Frontex may be transferred into the EU pension system.

Staff is covered 24/7 and worldwide by the Joint Sickness Insurance Scheme (JSIS). Staff is insured against sickness, the risk of occupational disease and accident as well as entitled under certain conditions to a monthly unemployment allowance, the right to receive payment of invalidity allowance and travel insurance.

For further information on working conditions please refer to the Staff Regulations and the CEOS.

A contract of employment will be offered for a period of five years, with a probationary period of nine months. The contract may be renewed.

Frontex requires selected candidates to undergo a vetting procedure executed by the National Security Authority of the candidates' state of citizenship in order to obtain a personnel security clearance. The level of the latter depends on the specific post/position. For this post, the **required level of clearance is specified on the title page of this Notice**. Candidates who currently hold a valid personnel security clearance at the above-mentioned level (or higher) may not need to obtain a new one, pending confirmation from their respective National Security Authority. The National Security Authority of the candidate shall provide Frontex, with an opinion or a personnel security clearance in accordance with relevant national legislation. In case selected candidates do not currently hold a valid security clearance at the above-mentioned level, Frontex will request such from the National Security Authority of the candidates' state of citizenship. In case of a failure to obtain the required personnel security clearance or if the National Security Agency issues a negative opinion at the above-mentioned level after the signature of the contract of employment Frontex has the right to terminate the contract of employment.

9. PROTECTION OF PERSONAL DATA

Frontex ensures that applicants' personal data are processed in accordance with Article 5(1)(a) of Regulation (EU) 2018/1725 of the European Parliament and of the Council of 23 October 2018 on the protection of natural persons with regard to the processing of personal data by the Union institutions, bodies, offices and agencies and on the free movement of such data.

Please note that Frontex will not return applications to applicants. This is due, in particular, to the confidentiality and security of such data.

The legal basis for the selection procedures of contract staff are defined in the CEOS¹¹.

The purpose of processing personal data is to enable to properly carry out selection procedures.

The selection procedure is conducted under the responsibility of the Human Resources Sector of the Human Resources and Security Unit, within the Corporate Governance of Frontex (HR Sector). The controller for personal data protection purposes is the Head of the Human Resources and Security Unit.

¹⁰ Process of accreditation is ongoing.

¹¹ In particular the provisions governing conditions of engagement in Title IV, Chapter 3.

The information provided by applicants will be accessible to strictly limited number of staff in Human Resources, to the Selection Committee members and to Frontex management. If necessary it will be provided to the staff of Legal and Procurement Unit, external parties directly involved in the selection process or to respective experts in ICT (in case of technical issues with the application).

There will be no automated decision making or profiling upon applicants' data.

No data is transferred to a third country or international organisation.

Processing begins on the date of receipt of the application. Data storage policy is as follows:

- For applications received from not-selected applicants: the data are filed and stored in archives for **2 years and** after this time the data are destroyed;
- For applicants placed on a reserve list but not recruited: the data are kept for the period of validity of **the reserve list + 1 year and** after this time the data are destroyed;
- For recruited applicants: the data are kept for a period of **10 years** after the termination of employment or as of the last pension payment **and** after this time the data are destroyed.

Applicants have the right to request access to and rectification or restriction of processing concerning the data subject or, where applicable, the right to object to processing or the right to data portability. In case of identification data, applicants can rectify those data at any time during the procedure. In the case of data related to the eligibility or selection criteria, the right of rectification can only be exercised by submitting/uploading a new application and it cannot be exercised after the closing date for submission of applications. Withdrawal of a consent to such data processing operations would result in exclusion of the candidate from the recruitment and selection procedure.

Should an applicant have any query concerning the processing of his/her personal data and has substantiated request, he/she shall address them to the HR Sector at jobs@frontex.europa.eu or Frontex Data Protection Officer at dataprotectionoffice@frontex.europa.eu.

Applicants may have recourse at any time to the European Data Protection Supervisor (edps@edps.europa.eu).

10. APPEAL PROCEDURE

If an applicant 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 at the following address:

Frontex
Human Resources Sector
Plac Europejski 6
00-844 Warsaw
Poland

The complaint must be lodged within 3 months. The time limit for initiating this type of procedure starts to run from the time the selection procedure for this position is declared as closed on the Frontex webpage (<http://www.frontex.europa.eu>).

Applicants also have a possibility to complain to the European Ombudsman. Please note that complaints made to the European Ombudsman have no effect on the time period laid down in Article 91 of the Staff Regulations. 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.

11. APPLICATION PROCEDURE

Note: It is required to upload the digital application form saved in its original electronic dynamic PDF format (not scanned). Do not use any e-mail communication to submit your application (for exceptional circumstances see point 6 below) - such an application will be automatically disregarded and will not be recorded and further processed.

Frontex Application Form is to be downloaded (as a dynamic PDF form) from Frontex website under the link provided next to the Reference Number of the position. This digital application form is specifically created only for this selection procedure (and shall not be reused for another procedure).

The Frontex Application Form must:

1. Be opened in a PDF reader in a MS Windows equipped computer - the recommended version of the PDF reader is Adobe Acrobat Reader DC (*version 2017.009.20044*. You may download a free version here: <https://get.adobe.com/uk/reader/>).
2. **Not be manipulated or altered.** The form is **digitally signed and protected against any manipulation or changes.** Therefore, applicants shall **not try to manipulate and/or alter it** - in such a case the digital signature will disappear and the application form will become invalid for subsequent processing resulting in an automatic rejection of such submission.
3. Be completed in English. Fields, where you may enter your input, are highlighted in light blue colour. Fields marked with an asterisk (*) indicate a required input. You should be concise, the space for your input is limited by the size of the text boxes.
4. Be saved and named as follows: 'SURNAME_RCT-2020-00079'.
5. **Be submitted to Frontex - after saving - by uploading it to this URL link:**
<https://microsite.frontex.europa.eu/en/recruitments/RCT-2020-00079>
6. In case you have technical issues with filling/saving/uploading your electronic application form, you may write to us (in advance of the closing date for submission of applications) at jobs@frontex.europa.eu.

In case you submit more than one application for this procedure, Frontex will only assess the latest one and will automatically disregard all your previous applications.

If at any stage of the selection procedure it is established that any of the requested information provided by an applicant is false or misleading, the applicant in question will be disqualified.

Applicants shortlisted for an interview will be requested to supply documentary evidence in support of the statements made in the application. Do not, however, attach any supporting or supplementary documentation with your application until you have been asked to do so by Frontex.

Incomplete applications, applications uploaded after the deadline, sent by e-mail or applications using inappropriate or altered/manipulated application forms will be automatically disregarded by the system and will **not** be processed further.

Due to the large volume of applications, Frontex regrets that only applicants invited for the test and interview will be notified about the outcomes. The status of the recruitment procedure is to be found on Frontex website.

Due to high volume of selection procedures handled by Frontex, the period between the closing date for the submission of applications and the final shortlisting of applicants for an interview may take more than two months.

The closing date (and time) for the submission of applications is provided on the title page of the Call for Expression of Interest.

Please keep a copy of the automatically generated submission code that proves that you have submitted/uploaded your application to Frontex.

Applicants are strongly recommended not to wait until the last day to submit their applications.

Frontex cannot be held responsible for any last-minute malfunction due to an overload of the system or for other technical issues applicants may encounter in the very last moment before the deadline.