

**SECONDED NATIONAL EXPERT - JOB PROFILE**  
**Senior Duty Officer**  
**in the Frontex Situation Centre under the Operations Division**

**Tasks and responsibilities:**

The *Senior Duty Officer (shift system)* will report to the FSC Operations coordinator. He/she will participate in and take responsibility with regard the following activities in line with internal processes and procedures:

- as a central point of contact: manage the day-to-day information flows and support external customers and partners as well as staff on mission;
- monitor and process information (operational related, statistical, open sources, border surveillance and positioning systems) and act/report when appropriate;
- create and update situational, media and country reports and ensure timely information dissemination;
- alert the appropriate people in case of emergency situations and deal with all follow-up actions;
- brief senior management with the most up-to-date information on basis of continuous monitoring;
- perform the visualisation and structuring of information, statistics, images, graphics and any other content (e.g. in web portal, on maps);
- monitor the performance of the automated systems used in the Frontex Situation Centre from a business perspective;
- perform other information management activities, using special automated applications;
- carry out the product management for FSC Operations Room and FSC Briefing Room;
- perform any other supporting tasks assigned to the Unit.

**Qualifications and experience required:**

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

- relevant knowledge and experience in:
  - Working in the area of Information Management and Situation Monitoring;
  - Law-enforcement co-operation;
  - Law-enforcement databases;
  - Supporting Communication and Information Systems (e.g. in Operational Headquarters, Operations Rooms, Situation/Coordination Centres).
- capacity to explore, assess and summarise complex issues, identify information gaps and proactively propose and implement possible solutions;
- ability to make informed assessments of developing situations and to make sound judgments;
- very good communication skills: report writing, editorial capability and presentation skills;

- ability to produce clear and consistent texts in English for non-native English speakers, including decision makers and system end-users;
- IT proficient in MS applications - Word, Excel and PowerPoint, as well as in Internet tools.

**Besides, the following attributes would be the advantageous:**

- knowledge of the EU legal framework;
- knowledge of and experience in border surveillance systems;
- experience in drafting and applying business procedures;
- knowledge of additional languages.

**Personal skills**

- have a high level of capability to organise and manage work, including the ability to cope with stress in relation to demanding tasks, heavy workload and time pressure;
- have very good organisational and analytical skills;
- have a proactive, constructive and service oriented attitude;
- have a high level of initiative and creativity;
- have very good team working skills;
- be able to cooperate with various agencies and units (internal and external);
- have a high sense of integrity.