



SECONDED NATIONAL EXPERT- JOB PROFILE procedure: 2016/03
Information Management Officer- Crisis Management (1 post)
(Frontex Situation Centre/ Operations Division)

Description of the role of the entity in Frontex

The Frontex Situation Centre (FSC) is the unit responsible for situation monitoring and information management within Frontex.

The Role of Frontex Situation Centre is to provide a constantly updated picture, as near to real-time as possible, of the irregular migration situation at the external borders of the EU with a view to facilitate the integrated border management of EU external borders, including supporting the reaction capability of Member States and joint operational activities.

The main values fostered by FSC are:

- Quality, integrity, trustworthiness and security in information management;
- Service orientation;
- Speed and flexibility;
- Dedication;
- The smart use of the available technology.

The unit comprises two main business areas:

- Operations (situation monitoring, information exchange and service operation), and
- Eurosur Service Integration and Implementation (design, development, implementation and delivery of diverse services for Member States).

Operations Business Area in the Frontex Situation Centre

The FSC Operations business area focuses on current situation and crisis monitoring as well as information exchange.

The situation monitoring function, carried out by FSC's team of Senior Duty Officers (SDO), aims at providing a timely and updated situational picture of the irregular migration situation at the external borders of the EU, through continuous monitoring, production and delivery of informed situational reports and alerts to internal and external stakeholders.

Closely related to situation monitoring, operational media monitoring plays a fundamental role in providing situational awareness, through the permanent monitoring of EU and third countries' open sources, including social media.

At the same time, **crisis monitoring, emergency management and crisis management support** are becoming an increasingly relevant area of activity for FSC. Crisis monitoring and early warnings play crucial role in daily monitoring activities, as FSC is responsible for timely escalating any such situations to senior management. Next, FSC is the unit responsible for coordination of the development of crisis management framework within the Agency, in terms of enhancing, further development and maintenance of horizontal processes and procedures across the agency, as well as organizing crisis management exercises and tests.

As the Frontex central point of contact for operational information exchange, FSC is responsible for dealing with numerous information requests from various stakeholders. In according to the "FSC's five rights" principle, the unit strives to provide the right information to the right person, in the right format, in the right place and at the right time. To that end, information exchange and

situation monitoring are supported by IT systems and services related to Eurosur framework and operational reporting, which are managed in FSC on business level.

Tasks and responsibilities:

Under the supervision of the FSC Coordinator of the Operations business area, the successful candidate will support the operational business of Frontex Situational Centre, by focusing on crisis management support through implementation of crisis exercises and tests, support to crisis management-related project and maintenance activities, as well as through supporting situational and crisis monitoring and reporting on daily basis.

Primary tasks

Reporting to the FSC Coordinator of the Operations business area, the Information Management Officer will be responsible for:

- Supporting/ ongoing and planned projects and activities in the area of crisis/emergency management support;
- Developing, updating and maintaining crisis-related procedures, processes and protocols;
- Supporting the preparation of crisis exercises and tests and subsequent follow-up on the results with all relevant partners and stakeholders;
- Supporting the maintenance of the FSC crisis management functions in proper shape, as well as assisting horizontal initiatives in this regard;
- Closely cooperating with Senior Duty Officers Team on matters related to daily crisis monitoring, early warnings and crisis/emergency management;

Secondary tasks

- Producing and maintaining documentation related to the area of responsibility;
- Supporting the Team Coordinator in other projects and activities, as required.
- Perform any other task as required by the business needs.

Selection criteria (Professional qualifications and experience required):

Essential:

- Sound experience and knowledge in the field of crisis management;
- Experience in drafting processes and procedures;
- Experience in information management;
- Experience/knowledge of project management;
- Strong drafting skills;

Assets:

- Experience in organizing crisis management exercises and/or tests;
- Experience related to establishing crisis management plans, processes and procedures, preferably for a whole organization;
- Experience and knowledge in situation monitoring;
- Experience in cooperation with European Union agencies and institutions;
- Knowledge of the EU legal framework, including on crisis management.

Selection criteria (personal skills):

- Very good communication skills in English, both verbally and in writing;
- Strong analytical skills;
- High level of initiative and creativity;
- Ability to organize and manage work, including the ability to cope with stress in relation to demanding tasks, heavy workload and time pressure;
- Very high level of commitment, constructive, positive and service oriented attitude;
Ability to cooperate with good team spirit with colleagues from different cultural backgrounds and from different agencies and units (internal and external);