



SECONDED NATIONAL EXPERT- JOB PROFILE procedure: 2016/02  
Information Management Officer- Senior Duty Officer (6 posts)  
(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 monitoring and 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.

In addition, crisis monitoring and crisis management support are becoming an increasingly relevant area of activity for FSC, in which SDO play a crucial role by performing situation monitoring and escalating to senior management according to the applicable procedures.

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:**

The position is located within the Operations Business Area. Under the supervision of the FSC Operations Coordinator, the successful candidate will work as part of the Senior Duty Officer (SDO) Team described in the introduction. The Senior Duty Officer is foreseen to work in a shift rotation, based on a 24/7 system (including nights, weekends and bank holidays).

**Primary tasks**

Reporting to the FSC Operations Coordinator, the Senior Duty Officer will be responsible:

- To carry out situation and crisis monitoring tasks, and when needed escalate to senior management in line with the applicable procedures.
- To produce situational picture about the ongoing situation at the external border of the EU and beyond (sensitive areas) which might have an impact on the EU border management.
- To keep oneself updated and knowledgeable in order to be able to present the current situational picture to external and internal stakeholders.
- To take up measures for gaining a timely situational awareness, also by liaising directly with external stakeholders such as National Coordination Centres (NCC).
- To produce and disseminate documents related to the FSC SDO service.
- To keep him/herself updated and knowledgeable in order to use the automated tools used in FSC properly and contributing to the ongoing development.
- To participate in operational meetings and present the operational situation.

### **Secondary tasks**

- Maintain and develop procedures, guidelines and other business documentation;

Perform any other task in the area of competence.

### **Selection criteria (Professional qualifications and experience required):**

#### **Essential:**

- Experience and sound skills in situation monitoring;
- Experience in information management;
- Experience/high skills in drafting situation monitoring products/reports;
- Experience/high skills in drafting and implementation of procedures and processes;
- Experience/skills in using of dedicated IT tools/systems for information exchange and situation monitoring;
- Experience / high skills in Microsoft Office (Excel, PPT, Word, Outlook)
- Experience in international cooperation;

#### **Assets:**

- Experience in cooperation with European Union agencies and institutions;
- Knowledge of the EU legal framework, including relating to border management;
- Experience in work in a Situation Centre or a similar structure;
- Skills in media monitoring/preparing reports using media-based information;
- Experience in working in a situation centre;
- Ability to prepare statistical information based on available sources;
- Familiarity with Eurosur Fusion Services.

### **Selection criteria (personal skills):**

- Very good communication skills in English, both verbally and in writing;
- Analytical skills;
- High level of initiative and creativity;
- Ability to organise 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);
- Willingness to work on a 24/7 based shift system.

