

Vacancy notice 2018- 118 HQ (AD) Head of Division Mediation Service

EEAS Vacancy Notice – Head of Division "Mediation Service"

(EU Staff Members – AD 9-14 – Candidates from the Member States – AD 12)

We are:

The European External Action Service (EEAS), which supports the work of the High Representative in defining and implementing an effective and coherent foreign policy of the European Union. The EEAS supports her tasks of conducting the EU's Common Foreign and Security Policy and chairing the Foreign Affairs Council. It also supports the High Representative in her capacity of Vice President of the Commission for her responsibilities within the Commission in the external relations field including the coordination of other aspects of the EU's external action. The EEAS works in close cooperation with Member States, the Council and relevant services of the European Commission.

The Mediation Service is an independent EEAS service, accountable to the Secretary General acting as a facilitator and conciliator between the administration and EEAS staff, but with no decision-making power of its own. It provides independent advice to each staff member, agent or service that consults it on individual decisions by the Administration or any other question where a staff member feels dissatisfied with working conditions or the working environment. It provides an informal procedure for addressing conflict at work including psychological or sexual harassment as set out in the Commission Decision of 26 April 2006 on protecting the dignity of the person.

We propose:

The position of the EEAS Mediator

The Mediation Service is an independent EEAS service, accountable to the Secretary General. The Mediator has a 5 year mandate.

Main responsibilities:

- Contribute to good administration and management of personnel of the EEAS through prevention, management and resolution of work-place conflict including psychological and sexual harassment or conflicts concerning statutory rights and obligations between members of personnel and the Administration
- Supervise the Mediation Service consisting of 3 staff members ensuring respect of the roles and responsibilities set out in the decision of the EEAS Secretary General ADMIN (2015) 39.
- Supervise the work of the EEAS network of Confidential Counsellors liaising closely with the European Commission on their network.

Present an Annual Report on the work of the Mediation Service together with recommendations. Regularly brief the Administration, the Staff Committee and staff in general on the work of the Service. Advise the Administration on measures to address and prevent recurring work place conflict.

- While respecting confidentiality, liaise with the Inspection Service with regard to work-place conflicts and harassment cases in delegations and with the Adviser for Equal Opportunities and Careers on systemic issue related to equal opportunities and discrimination.

Selection Criteria

The ideal candidate should:

- Have an interest in people and capacity to listen and provide advice through non-directive counselling to staff members who may be in conflict or consider themselves victims of psychological or sexual harassment.
- Have the capacity to demonstrate empathy, resist stress and maintain confidentiality at all times, to carry out the work independently, acting, and endeavouring to be seen to act, with impartiality towards all parties.
- Have an excellent ability to ensure communication and coordination and to respond to and resolve conflict in a complex multicultural environment.
- Have the ability to create and maintain a strong network of contacts with internal and external stakeholders in support of the personnel of the EEAS.
- Have strong communication and analytical skills combined with sound judgement, as well as excellent oral and written presentation, communication and negotiation skills.
- Have an in-depth knowledge and understanding of the EU's structure and organisation, as well as internal rules and decision-making processes.
- Experience in an EU Delegation or a Member State Embassy would be an advantage.

Competence and knowledge of the process of mediation is essential for the post. Training and continuous updating of education and practice in mediation skills will be provided.

We look for:

Eligibility Criteria:

In accordance with Article 98 of the Staff Regulations (SR)¹ and in order to meet the needs of the service, candidates **must**:

1. be officials of the institutions of the European Union, or temporary staff to whom Article 2(e) of the Conditions of the Employment of Other Servants of the European Union (CEOS)¹ applies, or staff from the diplomatic services of the Member States;
2. have the capacity to work in languages of CFSP and external relations necessary for the performance of their duties.
3. have proven, pertinent external relations experience of at least three years
4. have management experience ,commensurate with the responsibilities of the post².

Furthermore, EU staff members (i.e. EU officials, and temporary staff to whom Article 2(e) of the CEOS applies) applying for this post must be either AD9, AD10, AD11, AD12, AD13 or AD14.

EU staff members at AD8 are eligible to apply if they have at least 2 years seniority at that grade

Also, in order to satisfy the requirements set out in Article 12 of the CEOS, Member State applicants must:

1. be nationals of one of the EU Member States;
2. possess a level of education
 - a. which corresponds to completed university studies attested by a diploma when the normal period of university education is four years or more, OR

¹ <http://eur-lex.europa.eu/LexUriServ/LexUriServ.do?uri=CONSLEG:1962R0031:20140101:EN:PDF>

² In their CVs applicants should indicate management experience in terms of: (1) title and role of management positions held, (2) numbers of staff overseen in these positions, (3) the size of budgets managed, and (4) numbers of hierarchical layers above and below and number of peers.

- b. which corresponds to completed university studies attested by a diploma and relevant professional experience of at least one year when the normal period of university education is at least three years.
3. have gained at least 12 years' full time professional experience. This experience must have been gained after obtaining the four-year diploma or after obtaining the three-year diploma and the one year relevant professional experience;
4. provide a statement issued by their Member State Administration (e.g. Ministry of Foreign Affairs) confirming their employment by membership of a diplomatic service as well as mentioning the guarantee of reinstatement of applicants after a possible contract with the EEAS. If candidates are unable to provide this document from their Ministry, their application will be deemed ineligible.
5. Temporary Agents 2(e) must be able to finish the full duration of the posting (4 years) within the maximum duration of engagement in the EEAS of 8 years.
6. Member States candidates/Temporary Agents 2(e) must be able to return to active service in their Member State/home ministry when finishing the contract

PLACE OF EMPLOYMENT

Brussels (Belgium)

Post available:

As soon as possible

SPECIFIC CONDITIONS OF EMPLOYMENT

The successful candidate will be required to undergo security vetting if he/she does not already hold security clearance to an appropriate level, in accordance with the relevant security provisions.

EQUAL OPPORTUNITIES

The European External Action Service applies an equal opportunities policy.

PROCEDURE³

The selection procedure will take place in three different and successive steps:

1. Application

Before submitting their application, candidates should carefully check whether they meet all the eligibility criteria in order to avoid automatic exclusion from the selection procedure.

Candidates must apply through the on-line system

<https://webgate.ec.europa.eu/eapplication/index.cfm>.

To log on to the system, an ECAS (European Commission Authentication Service) password is required; candidates without a password can register to get one through the afore-mentioned link. EU staff members with a professional ECAS account should use that account for their application. A helpdesk facility is available via the "Contact Support" function within the on-line system.

During the on-line application procedure candidates will have to upload their **CV** and **motivation letter** (in English or French).

All candidates will have the opportunity to follow the progress of their application through the on-line system.

³ Your personal data will be processed in accordance with Regulation (EC) 45/2001, as implemented by decision of the High Representative of the Union for Foreign Affairs and Security Policy of 8 December 2011. The privacy statement is available on EEAS zone (<http://webgate.eeas.testa.eu/eeas/eeaszone/?q=node/26247>) and on the EEAS website (http://eeas.europa.eu/data_protection/rights/index_en.htm).

Applications may be made at any point during the period from **26 July 2018 to 14 September 2018 at 12.00 midday (Brussels time)**. Please note that the only way to submit an application is using the on-line system.

As the system may experience peak activity around the deadline, candidates are strongly advised to submit their application as early as possible. **Late applications will not be accepted.**

For correspondence concerning the selection procedures, please use the following email address: cca-secretariat@eeas.europa.eu.

2. Pre-selection

The pre-selection will be done by a panel on the basis of the qualifications and the professional experience described in the CV and motivation letter, and will produce a shortlist of a limited number of eligible candidates who best meet the selection criteria for the post.

3. Selection

The candidates who have been shortlisted will be invited for an interview so that the selection panel can evaluate them objectively and impartially on the basis of their qualifications, professional experience and linguistic skills, as listed in the present vacancy notice. The selection panel will recommend a shortlist of candidates to the High Representative, who will make the final selection.

It is recalled, that if the interest of the service so requires, the selection procedures can be terminated at any stage and the post be filled by a transfer in accordance with Article 7 of the Staff Regulations.

Shortlisted candidates might be invited to an Assessment Centre.