

## VACANCY NOTICE - TEMPORARY STAFF 2(f)

Reference number: RCT-2022-00112

### Head of Assistance Centre Unit

<b>Post (business title):</b>	<b>Head of Assistance Centre Unit</b> <i>(a reserve list to be created for 1 post to be filled)</i>
Sector/Unit/Division:	Assistance Centre Unit/ETIAS CU Division
Function group / Grade / Post title:	Temporary staff 2(f), AD11, Head of Unit <sup>1</sup>
Grade bracket for internal mobility <sup>2</sup> :	AD9 - AD14
Grade bracket for inter-agency mobility <sup>3</sup> :	AD9 – AD11
Location:	Warsaw, Poland
Starting date:	September/October 2022 (desired)
Level of Security Clearance:	SECRET UE / EU SECRET
Closing date for applications	<b>(MIDDAY) 15 August 2022 at 12:00 h<sup>4</sup>, Warsaw local time</b>

### 1. BACKGROUND

The European Border and Coast Guard Agency (Frontex) has been established under the European Border and Coast Guard Regulation<sup>5</sup>. 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 new European Border and Coast Guard Regulation provides for the establishment of a European Border and Coast Guard Standing Corps, which will consist of up to 10,000 operational staff by 2027, and will be deployed along the external land, sea and air borders of the European Union and the Schengen Area.

With the establishment of the Standing Corps - the first European law enforcement uniformed corps - Frontex offers a unique, pioneering opportunity to form part of the EU's operational arm for European integrated border management. The establishment and operations of the Standing Corps gives rise to various novel legal challenges and risks. The selected candidate will have a chance to significantly contribute to the application of the EU law in this area by developing creative legal solutions in cooperation with internal and external partners.

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;

<sup>1</sup> Type of post: Head of Unit.

<sup>2</sup> For existing EU temporary staff 2(f) applicants for whom Article 55 the Conditions of Employment of Other Servants of the European Union (CEOS) is applicable.

<sup>3</sup> For existing EU temporary staff 2(f) applicants for whom Article 55 the Conditions of Employment of Other Servants of the European Union (CEOS) is applicable.

<sup>4</sup> Date of publication: 15 July 2022.

<sup>5</sup> Regulation (EU) 2019/1896 of 13 November 2019 on the European Border and Coast Guard (OJ L 295, 14.11.2019, p.1).

- 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;
- 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. ASSISTANCE CENTRE UNIT

The Assistance Centre Unit (ACU) is responsible for providing assistance to travellers, carriers and the border authorities. It shall operate 24/7.

### Main tasks

- (a) Providing support to carriers.
- (b) Forwarding the technical support requests to eu-LISA for further handling.
- (c) Supporting the compliance verification of the carriers.
- (d) Notifying relevant parties where a failure of any part of the ETIAS Information System is detected.
- (e) Managing traveller requests on the application procedure, including for issuance of a travel authorisation with limited territorial validity.
- (f) Receiving and analysing reports of abuse.

## 3. DUTIES AND RESPONSIBILITIES LINKED TO THE POSTS

Reporting to the Director of ETIAS Central Unit Division:

- To ensure that the ETIAS Assistance Centre Unit operates in a 24/7 mode efficiently and effectively while supplying the support to the carriers, to the travellers and to other stakeholders in compliance with the legal requirements and the SLAs in place.
- To monitor the operations of the Unit in order to continuously improve its performance as well as the quality of the service delivered.
- To assist, advise and support the Executive Management and the Director of Division in developing and implementing the Frontex strategy in the field of the respective areas of responsibility;
- To develop operational modules and cooperation structures to be included in Frontex activities;
- Within the competence of the Unit, to assist the Executive Management and the Director of Division in cooperating with national and international bodies, in addition to EU institutions;

- To contribute to the development of the Frontex strategy and work programme documents;
- To ensure the timely execution of the planning and reporting responsibilities of the Unit;
- To implement the Unit's work programme, adjusting the activity and capacity levels wherever deemed necessary and ensuring the overall coherence of the work;
- To manage the human and financial resources of the Unit, leading, engaging and developing the competencies and skills of the Unit's personnel and assessing individual performance;
- To identify the budget required for the Unit's activities according to activity-based budgeting principles while ensuring the sound financial management of the Unit and the effective implementation of and reporting on its budget;
- To facilitate cooperation and interactions with other Units;
- To contribute to the implementation of recommendations stemming from the internal or external audit reports and evaluations in the area of responsibility;
- To contribute to the implementation of the corporate risk management at Unit level;
- To actively promote the Frontex corporate values and code of conduct, and contribute to the implementation of the Agency's anti-fraud strategy;
- Where appropriate, to act as designated controllers.

## 4. QUALIFICATIONS AND EXPERIENCE REQUIRED

### 4.1. Eligibility criteria (for external applicants<sup>6</sup>)

To be eligible, an applicant shall:

- a) Possess a level of education which corresponds to **completed university studies** attested by a diploma when the normal period of university education is **four years or more** (of full-time education);  
or

Possess a level of education which corresponds to completed university studies attested by a diploma **followed by at least one year full-time professional experience**, when the normal period of university education is **at least three years** (of full-time education);

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

*Only the required education will be taken into account.*

- b) Possess (by the closing date for applications) at least **15 years** of proven full-time professional experience in positions corresponding to the nature of duties of the vacant post acquired after the diploma was awarded and (at the same time) after the condition(s) described in criterion a) above are fulfilled;

*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.*

<sup>6</sup> For existing EU temporary staff 2(f) applicants (for whom Article 55 the Conditions of Employment of Other Servants of the European Union (CEOS) is applicable) the eligibility criteria are defined in Article 12(2) of the CEOS.

- 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):

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

### 4.2.1. Professional competences

1. At least 10 years of relevant experience dealing with duties related to the tasks assigned, of which at least 5 years of work experience at senior or middle managerial level.
2. At least 2 years of experience in being the lead of the delivery of customer support service.
3. Excellent command of the regulatory framework governing the EU institutions and Frontex.
4. Sound understanding of and experience in quality assurance, risk management, organisational procedures and processes.
5. Proven experience in managing human and financial resources and knowledge of applicable EU regulatory framework.
6. Experience in managing entities functioning on a 24/7 basis.

### 4.2.2. Besides, the following attributes would be considered advantageous:

1. Experience in cooperation and negotiations with EU institutions, Member States, Schengen Associated and other Third Country authorities in the field of duties.
2. Knowledge and proven professional experience at European, Regional or National level, in the field of operations for the transport of travellers by sea, air or land .
3. Experience in project, product or service management relating to implementation of IT systems supporting information management and/or workflow management.
4. Experience/skills in analysis, information management and/or statistics;
5. Having been involved in activities related to the ETIAS, EES, VIS or Interoperability regulations at policy or implementation level.
6. Being holder of ITIL Certification.

### 4.2.3. Core competencies

#### • General management skills:

- The ability to set and revise objectives for the entity within the overall strategic framework and priorities of the Agency;
- The ability to determine and focus on priorities and to monitor and evaluate the progress made towards achieving the entity's and team members' objectives set, in cooperation with the members of the team;
- The ability to organise, assign and manage the entity's work among the members of the team and to set them challenging but realistic objectives;
- The ability to empower members of the team while ensuring that they understand what is expected of them and how their work contributes to the entity's objectives;
- The ability to choose co-workers and to build strong teams with complementary strengths suited to the efficient pursuit of the entity's objectives;
- The ability to motivate members of the team to achieve the desired results and also to provide regular feedback, acknowledge success and the need for improvement in order to enable them to achieve their objectives and greatest potential;
- The ability to develop and support career development and learning opportunities for the members of the team.

- Communication skills:

- The ability to communicate clearly and present complex subjects simply, both orally and in writing, including to the members of the team;
- The ability to solicit inputs from and listen to staff, partners, and stakeholders.

- Interpersonal skills:

- The ability to deal with people effectively, respectfully and courteously;
- The ability to build productive and cooperative working relationships with hierarchy and other units and colleagues.

- Negotiation skills:

- The ability to steer discussions and generate the best possible results without compromising productive working relationships with the other parties involved.

## 5. INDEPENDENCE AND DECLARATION OF INTEREST

The selected applicant(s) will be required to make a declaration of commitment to act independently in Union's 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

The selection procedure includes the following steps:

1. After registration, each application is checked in order to verify whether it meets the eligibility criteria;
2. The Executive Director shall set up a pre-selection panel comprising at least two members of a grade and management function equal or superior to that of the function to be filled, including one member from another Division. Where there are no temporary agents in the agency fulfilling the requirement of management function and grade, the Executive Director may decide to designate officials or temporary agents from another agency or institution who fulfil that condition. The Executive Director may invite other persons to the pre-selection panel as observers. The Executive Director must ensure, whenever possible, that there is a balanced representation of men and women in the pre-selection panel.
3. Using assessment checklists, the pre-selection panel shall consider all applications received having regard to the vacancy notice. All the applications are evaluated based on a combination of certain selection criteria defined in the vacancy notice (some criteria will be assessed/scored only for shortlisted applicants during interviews and/or 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. Indicated criteria are assumed to be fully met by eligible applicants applying for internal or inter-agency mobility. Applicants who are best matching the evaluated selection criteria will be invited for a competency test and (where appropriate) to an interview. At least one part of the qualifying written test will be assessed based on anonymized answers.
4. The names of the members of the pre-selection panel will be disclosed to the applicants invited for the test and interview. The panel shall draw up a shortlist of the applicants who most correspond to the profile sought, giving reasons for its choices.
5. The applicants on the shortlist shall be invited to an interview with the Executive Director and at least two other managers (selection panel). The Executive Director may decide to invite also other eligible applicants.
6. The potential, managerial skills, adaptability, and other core competencies of shortlisted applicants will be assessed in an assessment centre, unless the applicant has taken part in such assessment centre in the course of the two years preceding the closing date for receipt of applications. If an

applicant has taken part in an assessment centre within this two-year period, but not within the 18 months preceding the closing date for the receipt of applications, s/he may at her/his request be admitted to the assessment centre. The result of the assessment centre shall be taken into consideration by the appointing authority;

7. The selection panel shall interview the invited applicants.
8. The names of the selection panel members will be disclosed to the applicants invited for the interview;
9. During the interviews and tests, the selection panel will further examine the competencies of shortlisted applicants and assess their relevancy for the post;
10. The test and interviews will be conducted in English;
11. Suitable applicants will be proposed for a reserve list, which may also be used to fill similar vacant posts depending on the needs of Frontex. This reserve list will be valid for 1 year (the validity period may be extended). Applicants should note that the placement on the reserve list does not guarantee an employment offer.
12. Each interviewed applicant will be notified in writing on outcome of his/her application.

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

Applicants may be requested to present, at any stage of the selection, documents which will support the information contained in their application form such as originals of their diploma(s), evidence of professional experience clearly indicating the starting, finishing dates and scope of work and workload. Failure to provide such an evidence may lead to disqualification of the respective part of the application.

## 8. APPOINTMENT AND CONDITIONS OF EMPLOYMENT

The most successful applicant will be selected 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);
- 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 duties<sup>7</sup>.

The successful external applicant will be engaged as temporary staff pursuant to Article 2(f) of the Conditions of Employment of Other Servants of the European Communities (CEOS). The temporary post in question is placed in the following function group and grade: **AD11**<sup>8</sup>. This is a middle management post.

A contract of employment will be offered for a period of five years<sup>9</sup>, with a probationary period<sup>10</sup> of nine months. The contract may be renewed.<sup>11</sup>

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.

<sup>7</sup> Before the engagement, the successful applicant shall be medically examined by the EU medical service to fulfil the requirement of Article 13 of Conditions of Employment of Other Servants of the European Communities (OJ L 56, 4.3.1968, p. 10), as lastly amended.

<sup>8</sup> Specific conditions about grading are defined on the title page of the Vacancy Notice. For existing EU temporary staff 2(f) the classification in grade and step should be established in line with Article 55 of the CEOS.

<sup>9</sup> Article 17 of MB Decision 14/2019 shall apply in case of inter-agency mobility.

<sup>10</sup> Article 17 of MB Decision 43/2020 shall apply to newly appointed middle manager.

<sup>11</sup> Articles 16 and 17 of the GIPs on temporary staff 2(f) shall apply.

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

Function group, grade and step	AD11 Step 1	AD11 Step 2
1. Basic net/payable salary <i>(after all deductions, contributions and taxes are applied)</i>	5 448 EUR 25 041 PLN	5 610 EUR 25 783 PLN
2. Management allowance	161 EUR 740 PLN	168 EUR 772 PLN
3. Other possible monthly entitlements/allowances, depending on the personal situation of the candidate <i>(expressed as gross amount weighted by 72.3 correction coefficient applicable for Poland):</i>		
b. Household allowance	301 EUR 1 384 PLN	308 EUR 1 414 PLN
c. Household allowance with management allowance	308 EUR 1 414 PLN	314 EUR 1 445 PLN
d. Expatriation allowance	1 245 - 1 446 EUR 5 723 - 6 645 PLN	1 298 - 1 499 EUR 5 963 - 6 891 PLN
e. Expatriation allowance with management allowance	1 298 - 1 499 EUR 5 963 - 6 891 PLN	1 352 - 1 555 EUR 6 214 - 7 146 PLN
f. Dependent child allowances for each child	318 EUR 1 461 PLN	318 EUR 1 461 PLN
g. Preschool allowance	78 EUR 357 PLN	78 EUR 357 PLN
h. Education allowance for each child up to	216 EUR 991 PLN	216 EUR 991 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 72.3). It can be paid either in EUR or in PLN according to a fixed exchange rate (currently 4.596 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 %.

An accredited European School<sup>12</sup> operates in Warsaw as of September 2021 to allow dependent children of all Frontex statutory staff (including Polish nationals) to attend a (tuition-free) European-type multilingual education. The school is opening gradually, and the complete education cycle (from Nursery to Secondary level finishing with the European Baccalaureate exam) will be available in September 2024.

Moreover, 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 staff<sup>13</sup>:

- (a) in case the appropriate education level is not available yet for a child in the accredited European School in Warsaw - reimbursement of tuition cost of each dependent child 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).

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. Pension rights

<sup>12</sup> More detail on the European Schools system available here [About the Accredited European Schools](https://eursc.eu) (eursc.eu).

<sup>13</sup> Staff of non-Polish nationality and non-permanent residents.



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.

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 the Vacancy 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 temporary staff are defined in the CEOS<sup>14</sup>.

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 Unit, within the Governance Support Centre of Frontex. The controller for personal data protection purposes is the Head of the Human Resources Unit.

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 from the selection procedure.

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<sup>14</sup> In particular the provisions governing conditions of engagement in Title II, Chapter 3.



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 Unit at [jobs@frontex.europa.eu](mailto:jobs@frontex.europa.eu) or Frontex Data Protection Officer at [dataprotectionoffice@frontex.europa.eu](mailto:dataprotectionoffice@frontex.europa.eu).

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

## 10. APPEAL PROCEDURE

Each applicant may request a feedback on assessment of his or her applications as established by the Selection Committee and, if deemed appropriate, ask for a formal review/reassessment by writing to [jobs@frontex.europa.eu](mailto:jobs@frontex.europa.eu). Please note that the Selection Committee may only assesses the information provided in the application form (during the screening phase) or your performance during the test and interview (we must disregard any other opinions such as reference letters or your own perception of your past achievements). We may not provide you with any data related to other applicants.

If an applicant considers that he/she has been adversely affected by a particular decision related to the selection procedure, he/she can lodge a complaint under Article 90(2) of the Staff Regulations of Officials of the European Union and Conditions of Employment of Other Servants of the European Union, laid down by Council Regulation (EEC, Euratom, ECSC No 259/68)<sup>15</sup>, mentioning the reference number of the selection procedure, at the following address:

Frontex  
Human Resources Unit  
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 applicant is notified of the act adversely affecting him/her or from the date of publication of final outcome on [Frontex website](#).

Applicants also have a possibility to complain to the European Ombudsman. Please note that complaints made to the European Ombudsman have no direct effect on the decision taken by Frontex in regard to your application and on the time period laid down in Article 91 of the Staff Regulations. 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 Frontex.

## 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 post/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:

- 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 2021.001.20155. You may download a free version here: <https://get.adobe.com/uk/reader/>).
- **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.

<sup>15</sup> OJ L 56, 4.3.1968, p. 1, as last amended by Regulation (EU, Euratom) No 1023/2013 of the European Parliament and of the Council of 22 October 2013, OJ L 287, 29.10.2013, p.15.

- 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.
- Be saved and named as follows: 'SURNAME\_RCT-2022-00112'.
- Be submitted to Frontex - after saving - by uploading it to this URL link:  
<https://microsite.frontex.europa.eu/en/recruitments/RCT-2022-00063>
- 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](mailto: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 selection 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 Vacancy Notice.**

**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 eventually encounter in the very last moment before the deadline.**