



EUROPEAN COMMISSION

Job Description Form

Job description version1 (*Active*)
Job description version490131 in *MENA.B.1*
Valid from23/05/2025until

Job Holder

Name

Job Profile

Position

CONTRACT AGENT FGII

Job title

Administrative Agent

Domains

Generic domain

EXTERNAL RELATIONS

Intermediate domain

Specific domain

Sensitive job

No

Overall purpose

To provide secretarial and administrative support to the Unit with special focus on MADAD Trust Fund closure phase.

Legal disclaimer

Please note that as per article 80 of the Conditions of Employment of other Servants of the European Union the work of all Function Groups of Contract Agents should take place under the supervision of an official or a temporary agent.

Functions and duties

+ OPERATIONAL and ADMINISTRATIVE SUPPORT and RESOURCES

- Provide administrative assistance with the management of the HoU's secretariat by managing the planning of the Head of Unit's calendar and agenda, the HoU's mails and invitations, by answering the telephone and filtering the calls.
- Support MADAD Team in the Fund's closing phase with registration, attribution, and filing in ARES incoming/outgoing mail and correspondence.
- Perform secretarial, document management and archiving duties until the end of the liquidation period of MADAD Trust Fund.
- Support MADAD Team in the organisation of the Annual Trust Fund and Operational Boards meetings and any other ad-hoc meetings.
- Prepare notes, minutes, routine correspondence, presentations and other texts that are needed. Organize and prepare briefing files for meetings, conference and committees.
- Draft, type, verify layout and check quality of documents presented for signature.

+ OPERATIONAL and ADMINISTRATIVE SUPPORT and RESOURCES

- Ensure follow-up and respect of deadlines of replies requested in the Unit.
- Maintain the co-ordination with the Unit's Secretariat.
- Manage information and procedures on missions, holidays, leave and absence records and similar staff administrative formalities.
- Provide administrative assistance with job descriptions, appraisal reports and / or training plans.
- Follow up administrative arrangements relating to the recruitment and arrival of new colleagues to the Unit.
- Coach new secretaries and clerical officers on administrative procedures and organizational structure.

+ OPERATIONAL and ADMINISTRATIVE SUPPORT and RESOURCES

- Provide support to the Head of Unit in recruitment and other staff matters issues.

+ INTERNAL MANAGEMENT and COORDINATION (DG/Service/Company)

- Facilitate internal communication within the Directorate-General as well as outside the service.
- Assist in welcoming and informing outside visitors in accordance with security regulations.
- Manage thematic mailboxes or helpdesk services (if any) and send requested information and documents.
- Provide administrative support to horizontal sector (inter-service consultations, QRMs, Commission procedures).
- Provide administrative and logistical support for the organization of internal, external and virtual events such as meetings, workshops, conferences and public events.

Job requirements

Experience"

+ SECRETARIAL SUPPORT, ORGANISATION and ADMINISTRATION of SUPPORT OFFICES. ADMINISTRATIVE ASSISTANCE

Job-Related experience: at least 3 years

Qualifier: an advantage

Languages

	Listening	Reading	Spoken interaction	Spoken production	Writing
French	B2	B2	B2	B2	B2

	Listening	Reading	Spoken interaction	Spoken production	Writing
English	B2	B2	B2	B2	B2

Knowledge

- *INFORMATION and DOCUMENT MANAGEMENT*
MAIL HANDLING
Mail processing and distribution
- *COMMUNICATION and PUBLICATION*
MISSIONS, MEETINGS and VISITS (incl Protocol Service)
Video conferencing equipment and standards
CONFERENCES and EVENTS
Conferences, exhibitions, meetings
PRINTING and PAPER PUBLISHING
Quality standards for paper and electronic publications
- *IT TOOLS for SPECIFIC APPLICATION AREAS*
IT tools for OFFICE AUTOMATION
Functional mailboxes
Outlook
Powerpoint
Word
IT tools and systems for HRM
EU Learn
MIPS (Missions Integrated Processing System)
Sysper2: Time Management / FlexiTime
IT tools and systems for ARCHIVES, MAIL and DOCUMENT MANAGEMENT
Ares
IT tools and systems for COMMUNICATION and PUBLICATION
EU institutions databases & websites
Intranet management
IT tools and systems for DECISION MAKING
Decide

Competences

- *Communicating*
Ability to understand and be understood
Capacity to present issues to an audience
Drafting skills
- *Delivering Quality and Results*
Ability to identify user's needs
Ability to work in a proactive and autonomous way
Client orientation
- *Prioritising and Organising*
Capacity to deliver in a structured way
Coordination skills
- *Resilience*
Perseverance
- *Working with Others*
Ability to work in a team
Confidentiality
Knowledge sharing
Sociability skills

Job Environment

Organisational entity

Presentation of the entity:

Job related issues

- ☐ Atypical working hours
- ☐ Specialised Job

Missions

- ☐ Frequent, i.e. 2 or more missions / month
- ☐ Long duration, i.e. missions lasting more than a week

Comments:

Workplace, health & safety related issues

- ☐ Noisy environment
- ☐ Physical effort / materials handling
- ☐ Work with chemicals / biological materials
- ☐ Radioprotection area
- ☐ Use of personal protective equipment
- ☐ Other

Comments:

Other

Comments: