

SECONDED NATIONAL EXPERT - JOB PROFILE
Operational Officer
 (European Centre for Returns/ Operational Response Division)

Pre-Return Assistance Sector	Return Operations Sector
<p>Tasks and responsibilities: Reporting to the Head of Pre-Return Assistance Sector and under the supervision of the relevant Team Leader, the Secoded National Expert shall be responsible for:</p> <ul style="list-style-type: none"> ▪ Support the development, planning, coordination and implementation of pre-return as well as post-arrival and post-return assistance activities, including: <ul style="list-style-type: none"> ○ Activities focused on streamlining Member States activities and procedures in the area of pre-return, post-arrival and post-return, ○ Activities enhancing Third Country cooperation (focus on identification and documentation of eligible candidates for return, reintegration), ○ Projects focusing on the integration of EU funded projects activities, ○ Capacity building activities in relation to Member States and Third Countries in the area of return, ○ Reporting and evaluation, according to instructions provided by the Unit's management. 	<p>Tasks and responsibilities: Reporting to the Head of Return Operations Sector and under the supervision of the relevant Team Leader, the Secoded National Expert shall be responsible for:</p> <ul style="list-style-type: none"> ▪ Support in coordination and organisation of return operations, including: <ul style="list-style-type: none"> ○ Identification of needs, ○ Communication with Member States, ○ Observation and monitoring of return operations, ○ Reporting and evaluation; ▪ Identification and pooling of best practices in return operations; ▪ Support the development, planning, coordination and implementation of return assistance activities, including: <ul style="list-style-type: none"> ○ Activities focused on streamlining Member States activities and procedures in the area of return operations, ○ Capacity building activities in relation to Member States and Third Countries in the area of return, <p>according to instructions provided by the Unit's management.</p>
<ul style="list-style-type: none"> ▪ Development, implementation and management of return related projects as an operational manager or to contribute to these processes as a member of the operational team; ▪ Support to/Administration of IT systems supporting return related activities and processes; ▪ Contribution to preparation of inputs, statistics and documents with respect to the scope of the Sector's activity; ▪ Preparation of reports, operational templates, written communication, briefing notes and responses to external enquiries; ▪ Preparation, distribution of queries/surveys on return related topics and collection, summarizing of responses; 	

- Monitoring of the correct implementation of assigned operations, including the respect for fundamental rights and the Frontex Codes of Conduct by persons participating in activities coordinated by the Agency;
- Promoting best practices and knowledge-sharing in the field of return operational activities;
- Organization of meetings, briefings, workshops, and facilitation of network cooperation in the field of the Unit's activities;
- Following latest developments, technologies, methods and practices in the field of the Unit's activities;
- Contribution to the process of planning and implementation of the Sector's activities, in particular, in terms of operational assistance to Member States;
- Support to other projects undertaken by the team.

Secondary tasks

- Perform any other task as required by the line manager;
- Develop and maintain necessary business documentation.

Selection criteria (Professional qualifications and experience required)

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

- At least 2 years of proven full-time professional experience in duties related to the tasks assigned;
- Proven experience and knowledge in the field of pre-return activities and/or return operations and/or post-arrival and post-return activities performed at European, Regional or National level;
- Good working knowledge of the EU legal framework on (pre-/post-) return related activities.

Assets:

- Experience in cooperation with EU institutions and/or other Member States' authorities and/or Third countries' authorities;
- Experience in project and/or service management (certification not obligatory but would be an asset);
- Experience in policy development;
- Experience in drafting processes and procedures;
- Knowledge/experience in the area of dedicated IT systems supporting operational processes and information exchange;
- Experience in carrying administrative duties and processes related to daily office activities.

Selection criteria (personal skills):

Essential:

- Excellent communication skills in English, both verbally and in writing;
- Strong analytical skills;
- Strong interpersonal skills in liaising with internal and external stakeholders, actively searching and gaining information;
- Good drafting skills, including experience in drafting and editing documents;
- Proficient user of Microsoft Office applications (at the minimum: MS Word, Excel, PowerPoint and Outlook);
- High level of commitment, initiative and creativity;
- Ability to organize and manage work, including the ability to work under pressure in relation to demanding tasks, possible crisis situations, heavy workload and time pressure;

- Ability to cooperate with colleagues from different cultural backgrounds and from different agencies and units (internal and external).

Assets:

- Knowledge of additional to English and to the mother tongue languages (EU or non-EU) at least B1 level;
- Knowledge of SharePoint and/or MS Visio;
- Experience in working in multicultural environment.

Other Comments:

- Availability as soon as possible would be an additional asset;
- Readiness to work irregular working hours, including during night as well as spending considerable amount of time outside of the Agency seat due to extensive numbers of missions.