

SECONDED NATIONAL EXPERT- JOB PROFILE

Operational Officer

(European Centre for Returns Division)

Tasks and responsibilities:

Reporting to the Head of the respective Unit within the European Centre for Returns Division, the main duties related to these positions are:

Pre-return assistance

- Support the development, planning, coordination and implementation of pre-return assistance activities and projects including:
- Technical and operational assistance to MS for enhancing the capacities and efficiency of their national return systems, including identification of needs and best practices, communication with MS, and activities related to the relevant return related Standing Corps deployments
- Activities aiming at enhancing consular engagement, identification and documentation procedures for the purposes of return and readmission,
- Capacity building activities in relation to Member States and Third Countries in the area of return,
- Reporting and evaluation.

Return operations and voluntary returns

- Support in coordination and organization of return operations and voluntary returns, including:
- Identification of needs,
- Communication with Member States,
- Reporting and evaluation;
- Identification and pooling of best practices in forced and voluntary returns;
- Support the development, planning, coordination and implementation of return activities according to instructions provided by the Division's management:
 - Activities focused on streamlining Member States activities and procedures in the area of forced and voluntary returns,
 - Activities focused on return in the context of the EBCG Standing Corps,
 - Support to or coordination of various return related projects and/or activities;
 - Capacity building activities in relation to Member States and Third Countries in the area of return.

Post-return & reintegration assistance

- Support the development, planning, coordination and implementation of post-arrival and post-return assistance activities, including:
- Activities focused on streamlining Member States activities and procedures in the area of post-return and reintegration, in particular in relation to Joint Reintegration Services,
- Activities focused on return counselling both in support of MS, and in the context of the

EBCG Standing Corps,

- Capacity building activities in Third Countries in the area of post-return and reintegration;
- Activities related to the establishment and further development of Frontex internal processes and procedures in relation to the Frontex Reintegration Programme,
- Reporting and evaluation.

Universal

- 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 related to return related activities and processes;
- Development of and contribution to reports, queries/surveys, briefing notes, statistics and other relevant documentation with respect to the scope of the Division's activity;
- Monitoring of the implementation of ECRet activities according to the operational plans, 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 returns;
- Organization of meetings, briefings, workshops, and facilitation of network cooperation in the field of the Division's activities;
- Following latest developments, technologies, methods and practices in the field of the Division's activities;
- Contribution to the process of planning, evaluation and implementation of the Division's activities, in particular in terms of operational assistance to Member States;
- Support to other projects undertaken by the team/Sector;
- Perform any other task as required by the line manager;
- Develop and maintain necessary business documentation.

Selection criteria:

Professional qualifications, competencies and experience required:

Essential:

- 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 (forced and voluntary) returns and/or post-return and reintegration 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.

Personal skills & competencies required:

- 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.

Additional:

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