



Council of the European Union
General Secretariat
Directorate-General Administration
Directorate Human Resources and Personnel Administration
The Director

His / Her Excellency the Ambassador

Permanent Representative of the
Member States to the
European Union

(by email)

Brussels, **17 July 2020**

Subject: Secondment to the General Secretariat of the Council of a national expert on digital services for delegates
SMART.1.A.001
Ref.: END/5/2020 (316273)

Dear Sir / Madam,

The General Secretariat of the Council assists the Council and its rotating Presidency, as well as the European Council and its President, in close cooperation with other EU institutions and relevant EU agencies, by providing digital solutions to support its core business.

The Digital Services (SMART) Directorate-General is responsible for providing, maintaining and improving digital services for all GSC stakeholders: staff, delegates, the Presidency and other institutions. It has recently established a customer relationship management (CRM) team within the Digital Solutions Directorate which is responsible for:

- establishing and maintaining effective business relationships between SMART and its customers;
- identifying and articulating customer service needs and ensuring that SMART continues to recognise and understand each customer and their individual business needs as they change over time;
- improving customer awareness of SMART's role and capacity and helping the customer to understand the value of the service(s) provided by SMART;

- contributing to SMART Strategic Planning by providing business input into IT services and proposing improvements where needed across the range of SMART portfolios: service, project and application;
- developing a clear communication structure and managing the interaction between all sections of SMART and its customers;
- monitoring user satisfaction, and using customer feedback and data to shape and refine SMART work programmes;
- representing SMART at committees and fora as appropriate.

The General Secretariat of the Council seeks to recruit a seconded national expert to join the CRM team. The SNE will be responsible for developing and maintaining relationships with delegates and the rotating Presidency of the EU.

The duration of the secondment is two years, with the possibility of extension to a maximum of four years in total. According to Article 5 of Council Decision 2015/1027/EC, in exceptional cases the secondment could be extended for an additional period of up to two years.

The job description, which details the qualifications and experience required, is annexed hereto. The expert should preferably take up his/her duties at the General Secretariat of the Council, preferably, by 1 November 2020.

The conditions of the secondment, including allowances paid by the Council, are set out in the Council Decision of 23 June 2015 on the rules applicable to national experts on secondment to the General Secretariat of the Council (2015/1027/EC, OJ L 163, 30.06.2015, repealing Decision 2007/829/EC). According to Article 2 of this Decision, seconded national experts should be nationals of an EU Member State.

Member States are hereby invited to propose candidates qualified for this post.

I would be grateful if the proposals could indicate the national contact point(s) responsible for each candidate's application. Applications should be accompanied by a curriculum vitae providing details of higher education and all posts held until now, and by a letter of motivation.

Replies to this letter should be sent by email, **no later than 11 September 2020, 14h00** to the following address: SNE.RECRUITMENT@consilium.europa.eu

The relevant department together with the Human Resources Directorate shall examine the applications received, decide which candidates to shortlist, and conduct the interviews.

The Appointing Authority shall decide on the appointment, based on the outcome of the selection procedure. The General Secretariat of the Council may also decide to use the list of suitable candidates to cover possible future vacancies with the same profile.

If necessary, further information can be obtained from the General Secretariat of the Council by contacting Ms Nicola Murphy (nicola.murphy@consilium.europa.eu , tel. + 32 2 281 4218).

Yours faithfully,



Nathalie PENSAERT

Annexes:

Annex 1 - Job description

ANNEX 1

Seconded National Expert (SNE) at the General Secretariat of the Council of the European Union

SMART Digital Solutions Directorate - Customer Services Unit

Customer Relationship Coordinator

SMART.1.A.001

Ref.: END/5/2020

(1 post, 316273)

Job description

A. Main tasks and responsibilities

Working at the General Secretariat of the Council in Brussels, under the authority of the Head of Unit, Customer Services in the Digital Solutions Directorate (SMART), the SNE will join the Customer Relations Management (CRM) team which is responsible for ensuring optimal customer relationships between SMART and its customers: the Secretariat, Member States' delegations and the Presidency.

The expert will be called upon to:

a) Prepare a catalogue of current digital services for Delegates and Presidency

The SNE will collate information on all existing digital services and tools, i.e. the Delegates Portal, Extranet-R website, PPI, Conference App, library digital services etc. in a service catalogue for delegates.

b) Engage directly with Permanent Representations

Learning how the existing digital tools fit into the day-to-day work of delegates is critical for developing customer relations. The SNE will work with key stakeholders in the Permanent Representations and capitals to discuss the service catalogue and new initiatives.

c) Assist in finding new innovations to assist Delegates and Staff

The SNE will examine the market and source software which could be easily deployed to assist delegates and GSC staff as part of digital transformation

f) Work with Delegations and Presidency teams to deliver the Information and Knowledge Management (IKM) Programme

In addition to finding short term market based tools to assist Delegates and the Presidency, the SNE will be involved in testing new developments with Presidency officials as part of the delivery of new a new unified Presidency Platform in 2022.

g) Organise seminars/workshops/training on tools in development

The SNE will be involved in user-engagement with end users both internal and external with a view to improving service provision, support and the customer experience when using digital tools provided by the GSC.

B. Qualifications and experience required

- A level of education which corresponds to completed university studies of at least three years attested to by a diploma, or equivalent vocational training attested to by a diploma or a certificate issued by an institute for advanced studies in a relevant field.
- Professional experience of at least five years working in public administration with a strong project management dimension and customer service dimension.
- Experience / knowledge of the workings of the EU. It would be an advantage had the candidate worked as part of a Presidency team in the EU.
- Experience of attending EU meetings as a delegate and familiarity with the current IT tools for delegates.

C. Skills and abilities required

- Excellent (oral and written) communication skills.
- Good project management and organisational skills.
- Ability to work on own initiative and prioritise tasks.
- Have good analytical skills and problem solving skills.
- Have a good working knowledge in the use of modern IT and office applications.
- Excellent interpersonal communication and experience of managing different stakeholders.
- Ability to work harmoniously and productively with people of different national, cultural and personal backgrounds.
- A thorough knowledge of one Community language and a satisfactory knowledge of a second language, for the performance of the duties concerned; in practice, in the interests of the department, fully fluent written and spoken English is required and French is an asset.

D. General conditions

- Be a national of one of the Member States of the European Union and enjoy full rights as a citizen.
- Have fulfilled any obligations imposed by the laws concerning military service.

The General Secretariat of the Council applies an equal opportunities policy.

For more information relating to the selection procedure, please contact Ms Nicola Murphy (nicola.murphy@consilium.europa.eu , tel. + 32 2 281 4218).