



Emily O'Reilly

# Notice of vacancy OMB/3/2019

## Inquiries Officer AD 5/8 in the Office of the European Ombudsman

Permanent post open to be filled in accordance with Article 29(1)(a), (b) and (c) of the Staff Regulations<sup>1</sup>

Management position: no

Place of employment: Brussels

Deadline: 10 September 2019 (17:00, Brussels time)

## Who we are

We are a small, dynamic office working with all European Union Institutions, agencies and bodies to ensure that they provide the highest standards of administration to European citizens. With a team of around 80 our mission is to create a more effective, accountable, transparent and ethical EU administration.

To fulfil this mission, we deal with complaints from citizens concerning maladministration by EU institutions, conduct own-initiative inquiries into systemic issues, and encourage good administrative practices.

**The European Ombudsman's office guiding principles** are independence, integrity, fairness, accountability, transparency, dialogue, and service.

## What we are looking for

We seek highly qualified and motivated professionals with a strong sense of integrity who are eager to contribute to the Ombudsman's mission.

The ideal candidate is interested in and familiar with the following areas:

- institutional, governance, and policy issues,
- transparency and public access to documents,
- ethical principles, conflicts of interests and regulatory issues,
- human rights and fundamental freedoms,
- contracts and public tenders,
- recruitment and staff issues, including whistleblowing.

---

<sup>1</sup> The post is open to established officials of all EU institutions, as well as successful candidates on EPSO reserve lists.



We value dynamic, versatile colleagues with a wide range of interests, who are curious, are fast and eager learners, take initiatives, and are at ease to assume responsibilities. They can work under reasonable time pressure, prioritise and meet deadlines. They are resilient. Collaborative work and service-orientation are essential.

## **Working in the European Ombudsman's office**

The European Ombudsman's office has a flat structure, which enables you to thrive and develop your potential from day one. We offer modern working tools that allow for efficiency and flexibility. We have attained gender balance among managers and administrators. We are a fair and respectful workplace, providing a healthy balance between private and professional life, modern working conditions and an enjoyable working atmosphere.

Once selected you will assist the Ombudsman to carry out inquiries based on complaints either from citizens or at the Ombudsman's own-initiative.

When conducting inquiries you will:

- Draft Ombudsman decisions and other inquiry related documents under the supervision of the Head of Unit as well as experienced colleagues;
- Participate in meetings with and inspections of other EU institutions, agencies and bodies.

In addition to conducting inquiries, you will also:

- Help to actively identify issues relevant to EU public administration and suitable for investigation at the Ombudsman's own-initiative;
- Contribute to drafting Ombudsman's reports and policy papers;
- Conduct research on issues falling within the Ombudsman's mandate;
- Contribute to the outreach activities of the European Ombudsman by speaking at public events and representing the Office in meetings;
- Represent the Office in inter-institutional committees;
- Advise the Office on matters related to the Staff Regulations;
- Carry out other tasks depending on the needs of the office as well as your experience and skills.

Depending on your qualifications, you may be asked to advise on and act as agent for the Ombudsman in litigation before the Court of Justice of the European Union.

## **Job requirements**

- A level of education which corresponds to completed university studies of at least three years attested by a diploma. Relevant domains include but are not limited to law, politics, European studies, public administration, economics, international affairs, communication, and audit.



- As internal drafting and complaint-related communication is carried out in English, for practical purposes, a thorough knowledge of English and in particular excellent drafting skills, as well as a satisfactory knowledge of a second official language of the European Union.
- Excellent analytical and research skills.
- Excellent communication and presentation skills.
- Very good knowledge of the European Union Institutions.

### **Advantageous**

- Good knowledge of EU law, including public administrative law.
- Experience in complaint handling, petitions or inquiries.
- Working knowledge of additional official languages of the European Union.

The post may involve missions to other working places of the institutions, as well as missions to other countries in or outside the European Union.

## **Recruitment policy**

The European Ombudsman is an equal opportunities employer and welcomes applications from anybody who meets the required qualifications. Reasonable accommodation will be provided to applicants with disabilities.

## **Applications**

Candidates must submit their application through the online application system on the Ombudsman's website ([www.ombudsman.europa.eu/office/careers](http://www.ombudsman.europa.eu/office/careers)) by **10 September 2019** (17:00, Brussels time) at the very latest.

### **Applications must include:**

- (a) a cover ("motivation") letter in English
- (b) a copy of the applicant's *curriculum vitae* (preferably a Europass CV available at <http://europass.cedefop.europa.eu>)
- (c) if applicable, a copy of the applicant's three most recent available staff reports.

## **Selection procedure**

A Selection Advisory Committee (ASC) designated by the Ombudsman is set up for the selection procedure. The European Ombudsman publishes the names of the Advisory Selection Committees on its website once established.



The selection procedure of all eligible candidates comprises two stages:

- (a) an assessment based on the CV and motivation letter received;
- (b) a written test (case study analysis) prior to the interview with the ASC.

Applicants attaining the pass mark (80% of the maximum points as set by the ASC) in the first stage will be invited to the written test and interview.

At the end of this procedure, the ASC, based on the candidates' evaluation, will recommend the best candidates by order of merit to the Ombudsman for a final interview.

Candidates will be informed by email of the outcome of each stage of the selection procedure. Those admitted to the second stage will also be informed of the practicalities of the written test and interview by email.

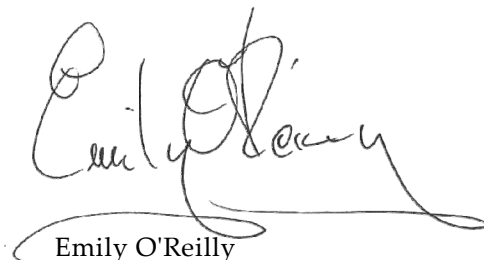
You can address inquiries or requests for information in relation to this notice of vacancy to the following e-mail address: [career@ombudsman.europa.eu](mailto:career@ombudsman.europa.eu)

For information on the selection procedure, you may also contact Ms Felicia Voltzenlogel (+33 388 172394).

For information on the available post, you may contact Ms Murielle Richardson (+33 388 172388) or Mr Peter Dyrberg (+32 2 232752).

Inquiries about technical matters should be addressed to:  
[webmaster@ombudsman.europa.eu](mailto:webmaster@ombudsman.europa.eu)

Strasbourg, 25/07/2019



Emily O'Reilly