



Emily O'Reilly
European Ombudsman

Notice of vacancy OMB/01/2016

Case handler AD 5/AD 12 in the European Ombudsman's Office

Permanent post open to officials of all the institutions in accordance with Article 29(1)(a) or (b) of the Staff Regulations

Outline Job Description

- (Principal) Case handler¹ at grade AD 5 - AD 12
- Who can apply? : current established officials of the European Union
- Starting date from 1 March 2016
- Management position: no
- Place of employment: Brussels, this post may involve missions to other working places of the institutions as well as missions to other countries in or outside the European Union.

The European Ombudsman

Our mission is to serve democracy by working with the institutions of the European Union to create a more effective, accountable, transparent and ethical administration.

We do this by dealing with complaints against European Union institutions, encouraging transparency, and promoting an administrative culture of service. We build trust by encouraging dialogue between citizens and the European Union and by fostering the highest standards of accountability and transparency within the EU administration.

Our guiding principles are integrity, fairness, accountability, dialogue, and service.

(Principal) Case Handler Role

The case handler will work within a team dealing with complaints against alleged maladministration in the EU administration.

¹ On the European Ombudsman's website, you will find the titles 'Legal Officer' / 'Senior Legal Officer' / 'Investigator'. Such titles cover duties for which the Office now increasingly uses the term 'Case Handler'.



As a case handler, you will:

- analyse new complaints and carry out inquiries
- help to actively identify issues suitable for investigation at the Ombudsman's own initiative
- draft decisions and other case related documents
- contribute to the Ombudsman's outreach work with EU institutions, civil society and other stakeholders

Typical areas of work include transparency issues (for instance lobbying transparency and public access to documents and information), ethical and regulatory issues (conflicts of interest, provision of expertise), contracts and tenders, recruitment and staff matters, and the Commission's handling of infringement complaints. Case handlers are not divided into specialised teams, and are therefore required to be able to quickly familiarise themselves with all relevant fields of administrative activities of the EU administration.

Our organisation offers a dynamic yet family friendly workplace with flat hierarchies and modern working tools that allow for efficiency and flexibility. Self-starters are particularly welcomed and initiative is encouraged.

We look for

The European Ombudsman is looking for a dynamic and inspiring colleague with a wide range of interests, highly motivated, and with good communication skills and a talent for collaborative work. A keen interest in current affairs, and particularly EU affairs, is essential.

We expect you to have:

- a thorough knowledge of the EU administration and the legal principles and rules that apply to its administrative activities;
- a thorough knowledge of one of the European Union's official languages and excellent English skills, in particular drafting skills;
- a good knowledge of additional official language(s) of the European Union would be an advantage.

In addition, you should:

- be able to work with a high degree of autonomy;
- take initiative and be at ease with taking on responsibilities
- be able to work under pressure;
- be able to work at times under pressure ;
- have very good research skills.

Experience in complaint handling, petitions or inquiries as well as in drafting (either in the legal domain or in other fields), would be useful.



Recruitment policy

The European Ombudsman is an equal opportunity employer. . At equal merit, members of an under-represented gender will receive priority for recruitment.

Applications and Procedure

If your application is admissible, you may be invited to sit a written test. If the test is successful, you may be invited to an interview.

An application² form is available on the Ombudsman's Website. **Only applications using this form will be taken into account.** These applications have to be sent by **e-mail** to career@ombudsman.europa.eu **by 19 January at the latest.**

Applications must also include:

- a) a letter drafted in English explaining the applicant's reasons for applying and why he or she believes to have the qualifications, knowledge, skills and qualities that are required;
- b) a copy of the applicant's *curriculum vitae* (preferably a Europass CV available at <http://europass.cedefop.europa.eu>)
- c) a copy of the applicant's three most recent staff reports (if available).

Applicants should send all appropriate documentation in one single e-mail to career@ombudsman.europa.eu.

Applications which are incomplete or submitted (either in part or in their entirety) after the deadline for submission of applications will not be considered.

Strasbourg, 04/01/2016

Emily O'Reilly

² The processing of personal data by the European Ombudsman is governed by Regulation (EC) No. 45/2001 of the European Parliament and of the Council of 18 December 2000 on the protection of individuals with regard to the processing of personal data by the Community institutions and bodies and on the free movement of such data, OJ 2001 L 8, p. 1. By submitting an application for a post within the European Ombudsman's Office, candidates are understood to have given their consent, within the meaning of Article 5(d) of the Regulation, to the processing of the personal data contained in the application and the supporting documents enclosed therewith. The personal data in question are collected by the European Ombudsman's Office for the sole purpose of the present selection procedure. Candidates have a right to access and to rectify their own personal data kept by the European Ombudsman's Office.

Personal data concerning unsuccessful candidates shall be destroyed two years after the positions are filled. Applications submitted for the purposes of the present selection procedure shall not be taken into consideration for the purposes of future ones.

Personal data concerning the recruited candidates shall be kept by the European Ombudsman's Office and might be transferred to other EU Institutions for administrative purposes.

Candidates may at any time consult the European Ombudsman's Data Protection Officer or have recourse to the European Data Protection Supervisor.