

OPEN CALL – AGENCY INTERNSHIP**Internship No: eu-LISA/17/INT/GCU/1.1**

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| Sector/Unit/Department: | External and Internal Communication Sector/General Coordination Unit |
| Location: | Tallinn, Estonia |
| Starting date: | 01 May 2017 (or as soon as possible) |
| Level of Security Clearance: | EU CONFIDENTIAL / CONFIDENTIEL UE ¹ |
| Closing date for applications | 24 March 2017², at 23:59 Eastern European Time (EET) and <u>22:59 Central European Time (CET)</u> |

1. THE AGENCY

Applicants are invited for the above mentioned Internship position at the European Agency for the operational management of large-scale IT systems in the area of freedom, security and justice (hereinafter referred to as `eu-LISA`), established by Regulation (EU) No 1077/2011 of the European Parliament and of the Council of 25 October 2011³ (hereinafter referred as `the Regulation`). eu-LISA became operational on 1 December 2012.

The seat of eu-LISA is Tallinn, Estonia. Tasks related to development and operational management of the current and future systems is carried out in Strasbourg, France. eu-LISA also has a backup site installed in Sankt Johann im Pongau, Austria and Liaison Office in Brussels, Belgium.

eu-LISA is responsible for the long-term operational management of Eurodac⁴, the second generation Schengen Information System (SIS II)⁵ and the Visa Information System (VIS)⁶ and in the future, eu-LISA may also be made responsible for the preparation, development and operational management of other large-scale IT systems in the area of freedom, security and justice, if so entrusted by means of separate legal instruments.

The core task of eu-LISA is to ensure the effective, secure and continuous operation of said IT-systems. It is also responsible for the adoption of necessary measures to ensure the security of the systems and the security of the data therein.

¹ According to the Commission Decision (EU, Euratom) 2015/444 of 13 March 2015 on the security rules for protection EU classified information, published in the Official Journal of the European Union on the 17 March 2015.

² Date of publication: 13 February 2017.

³ Regulation (EU) No 1077/2011 of the European Parliament and of the Council of 25 October 2011, OJ L 286, 01.11.2011.

⁴ Council Regulation (EC) No 2724/2000 of 11 December 2000 concerning the establishment of `EURODAC` for the comparison of fingerprints for the effective application of the Dublin Convention, OJ L 316, 15.12.2000.

⁵ Regulation (EC) No 1987/2006 of the European Parliament and of the Council of 20 December 2006 on establishment, operation and use of the second generation Schengen Information System (SIS II), OJ L 381, 28.12.2006, and Council Decision 2007/533 JHA of 12 June 2007 on the establishment, operation and use of the second generation Schengen Information System (SIS II), OJ L 205, 7.08.2007.

⁶ Regulation (EC) No 767/2008 of 9 July 2008 of the European Parliament and the Council concerning the Visa Information System (VIS) and the exchange of data between member States on short-stay visas (VIS Regulation), OJ L 218, 13.08.2008.

Beyond these operational tasks, eu-LISA is responsible for reporting, publishing, monitoring and organising specific trainings on the technical use of the systems, implementing pilot schemes upon the specific and precise request of the European Commission and monitoring of research relevant for the operational management of the systems.

2. GENERAL COORDINATION UNIT

General Coordination Unit reports directly to the Executive Director and supports the Executive Director in carrying out his tasks. The Unit comprises three Sectors – Corporate Governance and Planning, External Affairs and Capacity Building as well as External and Internal Communication. The Unit is located in Tallinn, Estonia. The Liaison Office in Brussels also belongs to this Unit.

In order to enable eu-LISA to become a center of excellence for management and development of large scale IT systems in the field of freedom, justice and security, the General Coordination Unit nurtures expertise and best practices within the organisation and provides an effective governance structure, resources, information tools, procedures and methodologies. It also monitors developments in research relevant to eu-LISA's field.

Furthermore, the Unit provides continuous support and forms the secretariat to the Management Board of eu-LISA and to the work of the Eurodac, SIS II and VIS Advisory Groups. It drafts procedures, decisions, strategies and programmes and other documents that the Executive Director presents to the Management Board for adoption. The General Coordination Unit also manages all relations with the Commission, the European Parliament and the Member States as well as with other EU Agencies such as CEPOL, EASO, ENISA, Eurojust, Europol, FRA and Frontex.

The General Coordination Unit is responsible for regularly reporting and for providing statistics to the European Parliament, the Council and the Commission on the use of the IT systems under its management, as foreseen in the establishing Regulation.

The General Coordination Unit is responsible for providing training to national authorities of participating countries on the IT systems managed by eu-LISA, i.e. on the technical use of Eurodac, SIS II and VIS.

The Unit also coordinates eu-LISA's external and internal communication and information activities. This is performed directly by the External and Internal Communication Sector (EIS), which is in charge of providing executive support. It promotes eu-LISA and the systems that it operates and fulfils the communication requirements laid down in the founding Regulation and, if present, in the legal bases of the IT systems managed by eu-LISA. The sector prepares and implements multiannual as well as annual action plans to inform and engage its stakeholders both, internally and externally. The sector provides common strategies and guidelines for the Agency's communication and reputation management. It develops information sharing tools to strengthen corporate culture and communication channels to promote the image of the Agency in line with its mission and vision. The sector disseminates printed and online high quality information about the role and achievements of the Agency, develops relations with the general public as well as media and provides internal and external cover to its stakeholders.

The General Coordination Unit also has overall responsibility for handling all legal issues arising within eu-LISA.

3. TASKS

Under the supervision of the Tutor and with an overall reporting capacity to the Head of the External and Internal Communication Sector, the Intern will be requested to assist in particular to:

- supporting the daily work of the External and Internal Communication Sector related to various tasks in managing communication actions, information files and related meetings;
- providing support to the staff of the Sector in adapting the existing technology-based corporate information channels (public website; social media accounts) into a functional hub of online info about the Agency;
- monitoring regularly online cover of eu-LISA and providing updated content via the eu-LISA online public information and communication channels (website; corporate social media accounts);
- searching for relevant online content to be promoted via both, internal and external communication channels of the Agency;
- providing aid in organising and facilitating events for eu-LISA stakeholders (e.g. Annual Conference, briefings to stakeholders, Europe Day actions, in-house briefings, information seminars), in order to promote the Agency, develop partnerships and share corporate information;
- providing tailored background notes, if requested, for actions and initiatives to be carried out by the Sector according to annual action plans;
- attending meetings, conferences and seminars and taking notes for internal and external (if applicable) reporting purposes as well as visibility and follow-up cover;
- performing other related duties as required.

These tasks may be adjusted by the Head of the External and Internal Communication Sector according to the demonstrated competence of the Intern.

4. QUALIFICATIONS AND EXPERIENCE REQUIRED

4.1. Eligibility criteria

Applicants will be considered eligible for the selection on the basis of the following formal criteria to be fulfilled by the deadline for applications:

- 4.1.1. to be a national of the Member States of the European Union or Schengen Associated Countries;
- 4.1.2. to have completed at least three years (six semesters) of university or similar education by the closing date for applications. Applicants must provide copies of certificates or declaration from the relevant University;
- 4.1.3. to have knowledge of the working language of eu-LISA (English) at least at level C1⁷.

⁷ Cf. Language levels of the Common European Framework of reference: <http://europass.cedefop.europa.eu/en/resources/european-language-levels-cefr>

Only qualifications that have been awarded in EU Member States or that are subject to the equivalence certificates issued by the authorities in the said EU Member States shall be taken into consideration.

4.2. Selection criteria

4.2.1. Professional competencies

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

- experiences in using Social Media for corporate communication;
- experience in using Content Management Systems for website editing;
- excellent written and oral command of English, corresponding to at least level C1⁸;
- experience in drafting administrative, informative and inspirational texts in the area of public communication;
- experience in drafting documents and taking minutes and notes at meetings;
- experience in planning, organising and facilitating events;
- sound knowledge of Microsoft Office applications, in particular Excel, PowerPoint and Word.

4.2.2. Besides the following attributes would be advantageous:

- interest and background in modern communication technologies for organisational information and public engagement;
- ability to work independently and deliver high quality work under tight timelines.

4.2.3. Personal qualities

Attributes especially important to this post include:

- good general communication skills, incl. flexibility and orientation to multi-tasking;
- the ability to work as part of a team and in a multicultural environment;
- ability to think creatively;
- supportive and helpful personality, with service oriented attitude.

5. EQUAL OPPORTUNITIES

eu-LISA applies an equal opportunities policy and accepts applications without distinction on grounds of sex, race, colour, ethnic or social origin, genetic features, language, religion or belief, political or any other opinion, membership of a national minority, property, birth, disability, age or sexual orientation.

6. CONFIDENTIALITY

Intern must exercise the greatest discretion regarding facts and information that come to his/her knowledge during the course of internship. He/she must not, in any matter at any time, disclose to any unauthorised person any document or information not already made public. To ensure this discretion, the Intern will be requested to implement and sign eu-LISA Declaration of Confidentiality before starting the internship.

⁸ Cf. Language levels of the Common European Framework of reference: <http://europass.cedefop.europa.eu/en/resources/european-language-levels-cefr>

Those applicants who at the time of application or the start of the internship do not possess EU security clearance of Confidential UE level will be assisted by the Security Sector of eu-LISA in obtaining it from their national authorities upon commencement of their duties.

7. SELECTION PROCEDURE, ENGAGEMENT AND CONDITIONS OF INTERNSHIP

Applicants may be contacted by e-mail, telephone and/or Skype by the representative of the General Coordination Unit and/or a representative of Human Resources and Training Unit to discuss mutual expectations prior to the final selection decision.

The Head of General Coordination Unit makes the final decision with regards to the selection of the Applicant for the Internship position.

The decision on Intern's selection shall be based on the detailed screening report of received applications carried out by the Head of General Coordination Unit and the Human Resources and Training Unit.

The Internship is expected to start on **01 May 2017 (or as soon as possible)** and the initial Internship period is offered for 6 months, with a possibility of extension up to total 12 months.

At any time prior to the start of the Internship applicants may withdraw their applications by informing eu-LISA HRTU by e-mail: eulisa-INTERNS@eulisa.europa.eu

The internship will be awarded a monthly maintenance grant of **EUR 1,199.64**, which is 1/3 of the basic gross remuneration received by an official at the grade AD 5/1 and already weighted by the correction coefficient (for Tallinn, Estonia 77.6%)⁹.

Interns are solely responsible for the payment of any taxes due on grant received from eu-LISA by virtue of the laws in force in the country of origin. Grant awarded to Intern is not subject to the tax regulations applying to officials and other servants of the European Union.

Intern whose place of residence is different from place of the internship is entitled to get reimbursed of the travel expenses incurred at the beginning and at the end of the internship, subject to budget availability.

eu-LISA Intern is entitled to annual leave of two working days per each complete calendar month of service.

Please note that deliberations of the Selection Committee are strictly confidential and that any contact with its members is strictly forbidden.

8. PROTECTION OF PERSONAL DATA

eu-LISA ensures that applicants' personal data is processed in accordance with 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 (12.1.2001, OJ, L 8). Please note that the eu-LISA will not return applications to applicants. This applies in particular to the confidentiality and security of such data.

⁹ The correction coefficient is subject to a regular update.

The legal basis for the selection procedures of Interns are defined in the eu-LISA Internship policy, available on our website:

<http://www.eulisa.europa.eu/JobOpportunities/Pages/Internships.aspx>

The purpose of processing personal data is to enable selection procedures.

The selection procedure is conducted under the responsibility of the eu-LISA's Human Resources and Training Unit, within the Resources and Administration Department. The controller for personal data protection purposes is the Head of the Human Resources and Training Unit.

The information provided by the applicants will be accessible to a strictly limited number of HR staff of eu-LISA, to the Selection Committee, and, if necessary, to Security and/or the Legal Officer of eu-LISA.

Almost all fields in the application form are mandatory; the answers provided by the applicants in the fields marked as optional will not be taken into account to assess their merits.

eu-LISA respects Regulation (EC) No 45/2001 of 18 December 2000 regarding personal data, and will be keeping the personal files of the applicants according to this regulation regardless whether the applications were successful or unsuccessful or withdrawn.

The eu-LISA will keep applicants' files for no longer than 2 years. Beyond this period, aggregate and anonymous (scrambled) data on internship applications will be kept only for statistical purposes.

All applicants may exercise their right of access to and right to rectify their personal data. Personal data such as contact details can be rectified by the applicants at any time during the procedure. In the case of data related to the admissibility criteria, the right of rectification cannot be exercised after the closing date of applications' submission.

Any substantiated query concerning the processing of his/her personal data can be addressed to the Human Resources and Training Unit at eulisa-INTERNS@eulisa.europa.eu. Applicants may have recourse at any time to the European Data Protection Supervisor (edps@edps.europa.eu).

9. APPLICATION PROCEDURE

In order for application to be valid and considered eligible, the applicant is required to fulfil these requirements:

- applicants must complete and submit their application using the standard eu-LISA Internship Application Form available on our website: <http://www.eulisa.europa.eu/JobOpportunities/Pages/Internships.aspx>
- the Application Form must be signed by hand, scanned and sent electronically by the applicant, to the e-mail address: eulisa-INTERNS@eulisa.europa.eu to confirm his/her compliance with the eligibility criteria;
- applicants should clearly state in the Application Form for which of the announced internship opportunities he/she intends to apply;
- applicants must attach to the Application Form scanned copies of certificates or declaration from the relevant University or, if the case, any other necessary documents.

The closing date for submission of applications is: **24 March 2017 at 23:59 EET (and 22:59 CET)**.

The subject of the e-mail should include the Internship **No eu-LISA/17/INT/GCU/1.1**.

Please note that if at any stage of the selection procedure it is established that any of the requested information provided by an applicant is false, the applicant in question will be disqualified.

Applications must be received at eu-LISA by the closing date. The receipt of applications after the deadline mentioned above will result in considering them as non-eligible.

Incomplete applications will be discarded and treated as non-eligible.

Once all the applications have been registered, applicants will receive acknowledgement message by e-mail confirming the receipt of the application.

In case of any queries about the selection process, please contact by the e-mail:
eulisa-INTERNS@eulisa.europa.eu.