



Vacancy for a post of Social Media Assistant (Contract Agent, FG III) in the European Asylum Support Office (EASO)

REF.: EASO/2020/CA/005

Publication	External
Title of function	Social Media Assistant

1. WE ARE

The European Asylum Support Office (hereinafter referred to as "EASO"), established by Regulation 439/2010¹, strengthens European Union (EU) Member States' practical cooperation on asylum, enhances the implementation of the Common European Asylum System (CEAS) and supports Member States whose asylum and reception systems are under particular pressure.

Specifically, EASO focuses on three main tasks:

1. Supporting practical cooperation among Member States on asylum mainly through training, quality activities, country of origin information (COI), statistics and analysis, specialised expert networks, practical cooperation workshops, thematic support on unaccompanied minors, trafficking in human beings and gender;
2. Supporting Member States under particular pressure through emergency support, including the deployment of asylum support teams to assist EU Member States in managing asylum applications and in putting in place appropriate reception facilities;
3. Contributing to the implementation of the CEAS by collecting and exchanging information on best practices, drawing up an annual report on the asylum situation in the EU covering the whole asylum procedure in EU Member States and adopting technical documents, on the implementation of the new EU asylum acquis.

The organisation chart of EASO can be consulted in the EASO Work Programme on EASO website (<https://www.easo.europa.eu/about-us/easo-organisation-structure>).

The headquarters of EASO are located in Valletta Harbour (Malta).

¹ Regulation (EU) No 439/2010 of the European Parliament and of the Council of 19 May 2010 (OJ L 132, 25.5.2010, p.11).



2. WE PROPOSE

The Social Media Assistant will be working in the Communications and Public Relations Sector within the Communications and Public Relations Unit and will be responsible for the following tasks:

1. Manage/Administrate EASO's social media accounts, serving as lead for the Agency's social media presence, producing and curating content that reflects communication priorities and key messages, and that speaks effectively to the audience;
2. Monitor and moderate comments on social media posts, intervening as appropriate to answer questions and guide the conversation. This includes replying to direct messages and enquiries, primarily from applicants for international protection;
3. Liaise continuously with the Agency's different Centres, Departments and Units, as well as operational offices, to ensure that all elements of EASO's work are given visibility;
4. Develop high-impact social media content including graphics, videos and other multimedia formats that effectively informs and engages external audiences and supports communication campaigns;
5. Manage contracts with third parties which are used to both promote and gauge/monitor/measure/evaluate the effectiveness/impact of social media content;
6. Work very closely with the Spokesperson / Head of Sector / Head of Unit to ensure that EASO's social media presence reinforces communication priorities and the Agency's activities;
7. Have direct contact with the Executive Director, particularly relating to her social media presence;
8. Keep abreast of new social media tools and trends in order to ensure that EASO's takes full advantage of such developments;
9. Collect and analyse social media metrics to gauge/monitor reach, engagement and other performance measures for social media posts, accounts and campaigns, helping to inform results-based decision making and drive the effective use of resources.

3. WE LOOK FOR

A) Eligibility criteria

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



1. A level of education that corresponds to post-secondary education attested by a diploma² or a level of education that corresponds to a secondary education attested by a diploma giving access to post-secondary education and appropriate professional experience of 3 years;
2. Be nationals of one of the Member States of the European Union, Liechtenstein, Norway and Switzerland;
3. Be entitled to their full rights as citizens;
4. Have fulfilled any obligations imposed on them by the laws on military service;
5. Possess a thorough knowledge (level C1 in all dimensions as per the Common European Framework of Reference for Languages or CEFR) of one of the official EU languages and a satisfactory knowledge (level B2 in all dimensions as per the CEFR) of another of these languages to the extent necessary for the performance of the duties pertaining to the post³;
6. Meet the character requirements for the duties involved⁴;
7. Be physically fit to perform the duties linked to the post⁵.

B) Selection criteria

If the eligibility criteria set out in section A) *Eligibility criteria* are met, the candidates' applications will be evaluated on the basis of the following selection criteria. The most suitable candidates will be invited to an interview.

Essential

1. Experience producing, editing and disseminating social media / multimedia content for online audiences, ideally for EU Agencies / Institutions, media outlets, international brands, political parties, NGOs, or other international organisations;
2. Experience managing online communities and driving social media engagement;
3. Experience using advanced tools for online publishing, including content management systems and social media management tools;

² Only diplomas issued by EU Member State authorities and diplomas recognised as equivalent by the relevant EU Member State bodies are accepted. If the main studies took place outside the European Union, the candidate's qualification must have been recognised by a body delegated officially for the purpose by one of the European Union Member States (such as a national Ministry of Education) and a document attesting so must be submitted if you have been invited for an interview. This will enable the selection board to assess accurately the level of the qualifications.

³ See https://epso.europa.eu/how-to-apply/eligibility_en

⁴ Before the appointment, the successful candidate shall be asked to provide proof of a non-existent criminal record.

⁵ Before the appointment, the successful candidate shall be medically examined by one of the institutions' medical officers which will enable EASO to ensure that he/she fulfils the requirement stated in Article 28(e) of the Staff Regulations of the Officials of the European Union.



4. Experience producing and interpreting web or social media analytics to inform strategies and work plans;
5. Fluent / native command of written English. Strong command of spoken English.

Advantageous

1. Professional familiarity on the working methods of EU Institutions and/or within the EU's legislative procedures, including with the financial and procurement rules;
2. Experience working on the EU's migration, asylum policies and/or JHA policy areas;
3. Experience in web content management.

Evaluation during interviewing process

Candidates invited to the interviewing process (interview and written test) will be assessed based on the essential and advantageous criteria described in this Section⁶, and the following additional criteria relevant to the post:

1. Ability to use electronic office equipment and applications (word processing, spread sheets, presentations, electronic communication, internet etc.);
2. Ability to work under pressure and meet deadlines on multiple tasks;
3. Excellent analytical capabilities and problem-solving skills;
4. Good communication skills and well developed interpersonal skills;
5. Strong service-oriented attitude and flexibility;
6. Accuracy and attention to details;
7. Knowledge of the mission and organisation of EASO.

4. SELECTION AND APPOINTMENT

The Regulation which provides the legal basis for EASO was adopted in May 2010 (Official Journal of the European Union L 132 of 29.5.2010).

Eligibility of candidates will be assessed by a Selection Committee according to compliance with all eligibility criteria by the closing date for the submission of applications.

⁶ If applicable. Some of the selection criteria, which cannot be tested during the interview/test phase (like for example post-graduate degrees), will be excluded from the assessment during the interview/test phase.



The applications of the eligible candidates will also be assessed against the selection criteria. Following this assessment, the best ranking candidates may be invited for a written competency test and an interview, which will be held in English.

The interview will consist of the following components:

- General aptitude and language abilities to the extent necessary for the performance of their duties in accordance with Article 12.2(e) of the Conditions of Employment of other Servants of the European Union (CEOS);
- Specific competences with reference to the applicants' profiles in line with the selection criteria of the present Vacancy Notice.

Candidates invited to an interview will be required to bring **originals and copies** of the documents listed below:

- A document proving their citizenship (e.g. passport);
- Certificates attesting their educational and professional qualifications, in particular those giving access to the profile in question;
- Documentation evidencing the professional experience acquired after the obtaining the qualification that enabled the candidate to be eligible for the post. The documents must clearly indicate exact dates of employment (start date and end date), type of employment (part-time or full-time) and the nature of the duties carried out.

Important note:

Due to the current COVID-19 situation, this selection procedure may be organised online. In such case, further information will be provided by EASO to candidates invited for an interview regarding the practical modalities for the assessment and the presentation of the above requested documents.

The Selection Committee will propose a shortlist of successful candidates to the Appointing Authority. These will then propose the most suitable candidate and establish a reserve list for the post in question. Candidates shall note that inclusion on the reserve list does not guarantee recruitment. Recruitment will be based on availability of posts and budget.

The reserve list for this post will be valid until 31 December 2020 and may be extended at the discretion of the Appointing Authority.

Prior to signing the contract, the successful candidate will be asked to undergo a compulsory medical examination by one of the institutions' medical officers which will enable EASO to ensure that he/she fulfils the requirement stated in Article 28(e) of the Staff Regulations of the Officials of the European Union.



5. EQUAL OPPORTUNITIES

EASO applies an equal opportunities policy and accepts applications without discriminating on the basis of gender, race, colour, ethnic or social origin, genetic features, language, religion, political or any other opinion, membership of a national minority, property, birth, disability, age or sexual orientation.

6. CONDITIONS OF EMPLOYMENT

The Contract Agent will be appointed by the Executive Director, upon recommendation of the Selection Committee, following the selection procedure.

He/she will be recruited as a Contract Agent according to Article 3a of the CEOS for a period of 3 years which may be renewed. The Contract Agent post in question will be placed in group FG III.

Successful candidates who are recruited will undergo an initial probation period of nine months.

The pay for a **Contract Agent FG III (grade 8, step 1)** consists of a basic salary of **EUR 2,758.47** weighted by the correction coefficient (for Malta currently 92.0%) supplemented with various allowances, where appropriate, such as expatriation and family allowances. The salaries of staff members are subject to a European Union tax deducted at source. Staff members are exempt from national tax on salary and are members of the European Union social security and pension schemes.

For further information on working conditions of Contract Agents please refer to CEOS:
<http://eur-lex.europa.eu/LexUriServ/LexUriServ.do?uri=CONSLEG:1962R0031:20140101:EN:PDF>

The place of employment is **Valletta Harbour (Malta)**.

7. APPLICATION PROCEDURE

For applications to be valid, candidates shall:

- Use the official application form provided on the EASO website. The candidate is requested to fully complete all sections of the application form in English;
- Only EASO application forms sent to applications@easo.europa.eu will be accepted, any other CV format or email address or other channel will not be accepted.
- The subject of the e-mail should include the reference of this vacancy, followed by the candidate's surname. Only EASO application forms indicating a correct reference number and job title will be accepted.

Incomplete applications will be disqualified and treated as non-eligible. Candidates who use the same application to apply for more than one post will also be disqualified. Application forms must be modified according to the post in question.

Please note that the selection process may take several months.



In order to facilitate the selection process, all correspondence to candidates concerning this vacancy will be in English⁷.

Candidates should not approach, directly or indirectly, the Selection Committee under any circumstances in relation to this recruitment process. The Appointing Authority reserves the right to disqualify any candidate who disregards this instruction.

Closing date:

The closing date for submission of the applications is **3 August 2020 at 13:00h** (Malta time). EASO will disregard any application received after that date and time.

Applicants are strongly advised **not to wait until the date of the deadline** to submit their applications. EASO is not held responsible for any delays in submission of applications due to technical difficulties or any other factors that may arise.

If a candidate is found to have provided false information at any stage in the selection procedure, EASO is within its capacity to disqualify the candidate in question.

8. DATA PROTECTION

The purpose of processing of the data submitted by the candidate is to manage the application(s) of the candidate in view of a possible selection and recruitment at EASO.

EASO does not make public the names of successful candidates on reserve lists. However, it is possible that, for the purposes of recruitment and related planning purposes, members of the EASO management team may have access to reserve lists and, in specific cases, to the application form of a candidate (without supporting documents, which are kept in confidence by the personnel department). Application files of non-recruited candidates are kept for two years from the expiry date of the reserve list after which time they are destroyed.

The personal information requested will be processed in line with [Regulation \(EU\) 2018/1725](#) of the European Parliament and of the Council of 23 October 2018 on the protection of natural persons with regard to the processing of personal data by the Union institutions, bodies, offices and agencies and on the free movement of such data, and repealing Regulation (EC) No 45/2001 and Decision No 1247/2002/ECText with EEA relevance.

9. APPEAL PROCEDURES

Pursuant to Article 90(2) of the Staff Regulations of Officials and the Conditions of Employment of Other Servants of the European Union, a candidate may submit a complaint against an act affecting him/her adversely. The complaint must be submitted within 3 months from the date of notification to the following address:

⁷ In case there are discrepancies between the different linguistic versions, the English version should be taken as the correct version



**The Executive Director
European Asylum Support Office
MTC Block A, Winemakers Wharf, Grand Harbour Valetta, MRS 1917
Malta**

Should the complaint be rejected, pursuant to Article 270 of the Treaty on the Functioning of the European Union and Article 91 of the Staff Regulations of Officials and the Conditions of Employment of Other Servants of the European Union, a candidate may request judicial review of the act. The appeal must be lodged within 3 months from the date of notification to the following address:

**Court of Justice of the European Union
Rue du Fort Niedergrünwald
L-2925 Luxembourg
Luxembourg**

If you believe that there was maladministration, you may lodge a complaint to the European Ombudsman within two years of the date when you became aware of the facts on which the complaint is based (see <http://www.ombudsman.europa.eu>), or write to:

**European Ombudsman
1, Avenue du President Robert Schuman - BP 403
F-67001 Strasbourg Cedex
France**

Please note that complaints to the European Ombudsman do not have the effect of suspending the period mentioned in Articles 90 and 91 of the Staff Regulations of Officials and the Conditions of Employment of Other Servants of the European Union for lodging complaints or submitting an appeal pursuant to Article 270 of the Treaty on the Functioning of the European Union.