

SECONDED NATIONAL EXPERT - JOB PROFILE <b>Operational Officer</b> (European Centre for Returns/ Operational Response Division)	
Pre-Return Assistance Sector	Return Operations Sector
<p><b>Tasks and responsibilities:</b> Reporting to the Head of Pre-Return Sector, under direct supervision of a relevant team leader, the Seconded National Expert shall be responsible for:</p> <ul style="list-style-type: none"> <li>▪ Supporting the development, planning, coordination and implementation of pre-return assistance activities, including:               <ul style="list-style-type: none"> <li>○ Activities focused on streamlining Member States activities and procedures in the area of pre-return,</li> <li>○ Projects focusing on the development of return case management systems and other ICT platforms,</li> <li>○ Activities enhancing Third Country cooperation (focus on identification and documentation of eligible candidates for return),</li> <li>○ Projects focusing on the integration of EU funded projects activities,</li> <li>○ Capacity building activities in relation to Member States and Third Countries in the area of return,</li> <li>○ Reporting and evaluation, according to instructions provided by the Unit's management;</li> </ul> </li> </ul>	<p><b>Tasks and responsibilities:</b> Reporting to the Head of Return Operations Sector, under direct supervision of a relevant team leader, the Seconded National Expert shall be responsible for:</p> <ul style="list-style-type: none"> <li>▪ Supporting the coordination and organisation of return operations, including:               <ul style="list-style-type: none"> <li>○ Identification of needs,</li> <li>○ Communication with Member States,</li> <li>○ Participation in return operations as Frontex representative,</li> <li>○ Reporting and evaluation;</li> </ul> </li> <li>▪ Identification and pooling of best practices in return operations;</li> <li>▪ Supporting the development, planning, coordination and implementation of return assistance activities, including:               <ul style="list-style-type: none"> <li>○ Activities focused on streamlining Member States activities and procedures in the area of return operations,</li> <li>○ Capacity building activities in relation to Member States and Third Countries in the area of return,</li> </ul> </li> </ul> <p>according to instructions provided by the Unit's management;</p>
<ul style="list-style-type: none"> <li>▪ Development, implementation and management of return related projects as an operational manager or to contribute to these processes as a member of the operational team;</li> <li>▪ Support to/Administration of IT systems supporting return related activities and processes;</li> <li>▪ Contribution to preparation of inputs, statistics and documents with respect to the scope of the Sector's activity;</li> <li>▪ Preparation of reports, operational templates, written communication, briefing notes and responses to external enquiries;</li> <li>▪ Preparation, distribution of queries/surveys on return related topics and collection, summarizing of responses;</li> </ul>	

- Monitoring of the correct implementation of assigned operations, including the respect for fundamental rights and the Frontex Codes of Conduct by persons participating in activities coordinated by the Agency;
- Promoting best practices and knowledge-sharing in the field of return operational activities;
- Organization of meetings, briefings, workshops, and facilitation of network cooperation in the field of the Unit's activities;
- Following latest developments, technologies, methods and practices in the field of the Unit's activities.
- Contribution to the process of planning and implementation of the Sector's activities, in particular, in terms of operational assistance to Member States;
- Support to other projects undertaken by the team.

Secondary tasks

- Perform any other task as required by the line manager;
- Develop and maintain necessary business documentation.

**Selection criteria (Professional qualifications and experience required)**

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

- At least 2 years of proven full-time professional experience in duties related to the tasks assigned;
- Proven affinity with pre-return/repatriation/readmission/return activities performed at European, Regional or National level;
- Good working knowledge of the EU legal framework on (pre-)return related activities.

Assets:

- Experience in cooperation with EU institutions and/or other Member States' authorities and/or Third countries' authorities;
- Experience in project and/or service management (certification not obligatory but would be an asset);
- Experience in policy development;
- Experience in drafting processes and procedures;
- Knowledge/experience in the area of dedicated IT systems supporting operational processes and information exchange;
- Experience in carrying administrative duties and processes related to daily office activities.

**Selection criteria (personal skills):**

Essential:

- Excellent communication skills in English, both verbally and in writing;
- Strong analytical skills;
- Strong interpersonal skills in liaising with internal and external stakeholders, actively searching and gaining information;
- Good drafting skills, including experience in drafting and editing documents;
- Proficient user of Microsoft Office applications (at the minimum: MS Word, Excel, PowerPoint and Outlook);
- High level of commitment, initiative and creativity;
- Ability to organize and manage work, including the ability to work under pressure in relation to demanding tasks, possible crisis situations, heavy workload and time pressure;

- Ability to cooperate with colleagues from different cultural backgrounds and from different agencies and units (internal and external).

Assets:

- Knowledge of additional languages;
- Knowledge of SharePoint and/or MS Visio;
- Experience in working in multicultural environment.

**Other Comments:**

- Availability as soon as possible would be an additional asset;
- Readiness to be deployed outside Frontex HQ (part time, depending on business needs);
- Readiness to work irregular working hours, including during night as well as spending considerable amount of time outside of the Agency seat due to extensive numbers of missions.