

SECONDED NATIONAL EXPERT- JOB PROFILE
Operational Officer
(Post-Return Unit in European Centre for Returns)

Tasks and responsibilities:

Reporting to the Head of Unit and under the supervision of the respective Team Leader, the main specific duties of Operational Officer in the Post-Return Unit are:

- Development, implementation and management of return related projects as an operational manager or contribution to these processes as a member of the operational team;
- Development of and contribution to reports, common procedures, queries/surveys, briefing notes, statistics and other relevant documentation with respect to the scope of the Division's activities;
- Monitoring of the implementation of ECRET activities according to the operational plans, including the respect for fundamental rights and the Frontex Codes of Conduct by persons participating in activities coordinated by the Agency;
- Promoting the best practices and knowledge-sharing in the field of returns;
- Organisation of meetings, briefings, workshops and facilitation of network cooperation in the field of the Division's activities;
- Following latest developments, technologies, methods and practices in relation to returns matters;
- Contribution to the process of planning, evaluation and implementation of the Division's activities, in particular, in terms of operational assistance to Member States;
- Supporting other projects undertaken by the team/Unit;
- Performing any other task as required by the line manager;
- Providing advice and support to the Team Leader respectively;
- Developing, drafting and maintaining business documentation necessary for implementation the tasks of the Team/Unit;
- Supporting the implementation of the Joint Reintegration Services, by engagement in case handling in Reintegration assistance tool (RIAT);
- Supporting the development of post-arrival and post-return activities in close cooperation with Member States and Reintegration Partners;
- Development of projects related to post-return activities, including return and reintegration counselling activities and third country related aspects;
- Contribute to the development, implementation and management of (pilot) projects, common practices and procedures, and relevant activities;
- Cooperate with EU-funded actors and networks and international organisations with the aim to building synergies in the area of post-return and reintegration.

Selection criteria:**Professional qualifications, competencies and experience required:****Essential:**

- At least 2 years of proven full-time professional experience in duties related to the tasks assigned;
- Proven experience and knowledge in the field of return activities performed at European, Regional or National level;
- Good working knowledge of the EU legal framework on (pre-/post-) return related activities;
- Experience in cooperation with EU institutions and/or other Member States' authorities and/or Third countries' authorities;
- Experience in project and/or service management;
- Experience in drafting processes and procedures.

Assets:

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

Personal skills & competencies required:

- 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 organise and manage work, including the ability to work under pressure in relation to demanding tasks;
- Ability to cooperate with colleagues from different cultural backgrounds and from different agencies and units (internal and external).

Other Comments:

- Any IT related skills and competencies would be a valuable asset;
- Any experience with analytical tools and in general management of data would be an additional asset;
- Availability as soon as possible would be an additional asset.