The Translation Centre for the Bodies of the European Union was established in 1994 to provide translation services for the various bodies of the European Union. It is based in Luxembourg. Since its establishment, the Centre’s workload has increased considerably, and it now employs around 200 staff.

In accordance with Article 11 of the decision of the Translation Centre laying down general implementing provisions on the procedure governing the engagement and use of temporary staff under article 2(f), the Translation Centre is organising a selection procedure to establish a reserve list\(^1\) for the recruitment of temporary staff as administrators.

Under its Strategy 2016-2020, the Centre’s vision is to become a centre of excellence for the provision of language services for the EU agencies and bodies by 2020.

In accordance with the Centre’s dual mandate of providing translation services to the EU institutions, agencies and bodies and of contributing to interinstitutional cooperation, the Strategy is based on the twin principles of a quality management approach and a sustainable business model.

In line with the best practice of the European Foundation for Quality Management (EFQM) Excellence Model and building on its experience to date, the Centre is putting in place a more robust quality management approach in all its departments in order to achieve sustainable excellence across the board. With regard to its core business of providing language services, the Centre is adopting the principles of the ISO 17100:2015 standard for translation services to the greatest extent possible. A quality management approach focused on excellence requires a quality culture embedded throughout the Centre’s staff who are key to achieving improved results in collaboration with the Centre’s external service providers.

The Administration Department consists of about 33 people. The Budgetary and Strategic Planning Section consists of 8 staff. This section prepares and follows up the implementation of the Centre's strategy, budget, programming document, annual work programme and assists in the preparation of the annual activity report.

The section is also involved in:

Strategic planning: it prepares and follows up the implementation of the Centre’s strategy, programming documents and helps to prepare the annual activity report.

\(^{1}\) The same reserve list may be used for the recruitment of temporary staff under article 2(b) of Conditions of Employment of Other Servants of the European Union.
Internal control and risk management: it coordinates and monitors the implementation of internal control and risk management and provides support on related matters.

Quality management: it coordinates the implementation of the Centre's quality policy in line with the Centre's quality manual; keeps the Centre's process model up to date and supervises the documentation of the relevant processes and procedures to ensure they fit the defined process model.

Audit: the section also ensures that quality audits, as defined by the Centre's management, are performed effectively.

**NATURE OF THE TASKS**

Reporting directly to the Head of the Budgetary and Strategic Planning Section, the selected candidate will be responsible for performing the following tasks:

1. **Assistance in the management of the section:** assist the head of the section in the section’s areas of responsibility and monitor the actions resulting from audits (IAS, quality audits) in line with the administrative procedures in force.

2. **Management of projects and processes in the field of quality and strategic planning:**
   - **Programming documents:** coordinate and provide methodological support in the preparation of the Centre’s strategy, programming documents and annual work programmes.
   - **Performance Planning & Review:** coordinate the definition of annual and multi-annual objectives, their measurement (KPIs, benchmarks, SLAs) and follow-up through regular management reviews.
   - **Quality processes:** coordinate and provide methodological support with regard to the Centre’s quality policy; ensure that the Centre’s quality manual and related standards are kept up to date and that internal quality processes are implemented, reviewed for improvement with the process owners, formally adapted and published.
   - **Quality audits:** propose the annual internal quality audit programme and ensure its smooth functioning; organise and report on the internal quality audits adopted by the Centre’s management; conduct appropriate training for the Centre’s internal quality auditors and coordinate engagement with them.
   - **Risk register:** keep the Centre’s risk management procedures up to date, maintain the risk register and follow-up on the proposed mitigation actions through the coordination of risk management exercises.

3. **Other support activities:** perform other tasks of the Budgetary and Strategic Planning Section, as required.

4. **Interinstitutional relations:** liaising as required with the European Commission, IAS, EU Agencies and other stakeholders regarding the above tasks.

**1. SELECTION CRITERIA:**

To be eligible to take part in this selection procedure, the applicant must on the closing date for online applications, meet the following requirements:
A) **Eligibility Criteria:**

- be a national of one of the Member States of the European Union;
- qualifications: have a level of education which corresponds to completed university studies of at least three years attested by a diploma;
- knowledge of languages: have a thorough knowledge of one of the official languages of the European Union and a satisfactory knowledge of another official language of the European Union to the extent necessary for the performance of duties.

B) **Essential Technical Competencies:**

- since obtaining the abovementioned qualifications, applicants must have at least two years professional experience related to the duties in question;
- very good knowledge of French and English;
- extensive knowledge of recognised standards in the field of quality management, strategic and operational planning;
- extensive experience in management planning, objective setting, performance measurement and reporting;
- very good knowledge of internal control and risk management procedures;
- very good knowledge of quality audit methods;
- proficiency in the use of IT software (MS Excel, Word, PowerPoint,...).

C) **Desirable Technical Competencies:**

- quality management experience gained in a European or international organisation;
- good knowledge of MS Project and Visio;
- knowledge of other EU official languages.

D) **Essential Non-Technical Competencies:**

- interpersonal capacity: ability to work in a team and to communicate at all levels (internal and external);
- written and oral communication: report-writing and presentation ability;
- proactive attitude, result oriented and keen on taking coordinated initiatives;
- sense of responsibility: discretion, confidentiality, precision, efficacy, availability, and punctuality;
- organisational skills: ability to manage various tasks and to set targets, methodical and systematic approach, versatility;
- adaptability: ability to work well under pressure and to collaborate with others, ability to upskill and adapt to developments in the IT environment.

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2 Only diplomas and certificates that have been awarded in EU Member States or that are the subject of equivalent certificates issued by authorities in the said Member States shall be taken into consideration.
2. **Selection Procedure:**

(a) **Preselection Stage:**

The preselection stage will be carried out in two parts:

- The first part will be based on the above mentioned eligibility criteria (point 1.a), and is intended to establish whether the applicant meets all the mandatory eligibility criteria and all the requirements laid down in the application procedure. Applicants who do not do so will be rejected.

- The second part will take into consideration professional experience and other points indicated under “Essential technical competencies” (point 1.b). This part will be marked on a scale from 0 to 20 (pass mark: 10).

The Selection Committee will invite for a written test and an interview the **10** applicants who pass the preselection stage and obtain the best marks.

(b) **Selection Stage:**

The selection stage follows the procedure described below. It will be carried out in two parts:

(i) A written test (in English or French) to assess the applicants’ ability to draft, their analytical and presentation skills and knowledge of the activities relating to quality, programming and performance management. Time allowed: 1 hour and 30 minutes.

The written test will be marked out of 20 (pass mark: 12).

Candidates may choose either English or French for the written test. Please note that candidates whose main language is French must sit the written test in English and those for whom English is the main language must opt for French.

(ii) An interview with the Selection Committee to assess the applicants’ suitability to carry out the duties described above. The interview will also focus on the applicants’ specialist knowledge and their competencies listed under points 1.b, c, and d. The interview shall take place on the same day as the written test or the following day(s). Time allowed: 45 minutes.

The interview will be marked out of 20 (pass mark: 12).

The written test and the interview will be held in Luxembourg.

Once the written test and the interview have been marked, the Selection Committee will draw up a reserve list with the successful applicants in alphabetical order. Successful applicants are the applicants with both an aggregate pass mark in the written test and a pass mark in the interview (see points (i) and (ii)). Applicants should note that inclusion on a reserve list does not guarantee recruitment.

Those applicants who are invited to the test must submit, on the day of the interview, the relevant supporting documents corresponding to the information entered on the application form, i.e. copies of diplomas, certificates and other supporting documents proving their qualifications and professional experience and clearly showing start and end dates, the function and exact nature of their duties, etc.

However, before a contract can be concluded, the selected applicants will have to provide the originals and certified copies of all relevant documents proving eligibility criteria.

The reserve list will be valid for 12 months from the date of its establishment and may be extended at the discretion of the Translation Centre’s Authority authorised to conclude contracts of employment.
3. **Recruitment:**

Depending on the budgetary situation, successful applicants may be offered a three-year contract (renewable) in accordance with the Conditions of Employment of Other Servants of the European Union. Subject to the level of confidentiality of the work carried out, the selected applicant may be required to apply for security clearance.

The selected applicants will be recruited in the function group/grade AD 5. The basic monthly salary for the grade AD 5 (step 1) is EUR 4637.77. In addition to the basic salary, members of staff may be entitled to various allowances, such as a household allowance, an expatriation allowance (16% of basic salary), etc.

In addition, in order to be eligible and before being appointed, the selected applicant must:
- have fulfilled any obligations imposed on them by the law concerning military service;
- meet the character requirements for the duties involved (enjoy full rights as a citizen)\(^3\);
- undergo a medical examination arranged by the Translation Centre in order to satisfy the requirements of Article 28(e) of the Staff Regulations of Officials of the European Union.

4. **Application Procedure:**

Interested applicants should complete their online application in time.

We strongly advise applicants not to wait until the last few days to apply. Experience has shown that the system may become overloaded closer to the closing date for applications. It may therefore prove difficult to apply in time.

**Equal Opportunities**

The Translation Centre is an equal opportunities employer and recruits applicants irrespective of age, race, political, philosophical or religious convictions, gender or sexual orientation, handicap, marital status or family situation.

**Independence and Declaration of Interest**

The jobholder will be required to make a declaration of commitment to act independently in the public interest and to make a declaration in relation to any interests that might be considered prejudicial to his/her independence.

5. **General Information**

**Review – Appeal – Complaints**

Applicants who consider that they have grounds for complaint concerning a particular decision may, at any point in the selection procedure, request further details regarding said decision from the Chair of the Selection Committee, instigate an appeal procedure or file a complaint with the European Ombudsman (see Annex 1).

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\(^3\) Applicants must provide an official certificate confirming that they do not have a criminal record.
REQUESTS FROM CANDIDATES FOR ACCESS TO INFORMATION CONCERNING THEM

Applicants involved in a selection procedure have the specific right of access to certain information concerning them directly and individually. Applicants who so request may accordingly be provided with supplementary information relating to their participation in the selection procedure. Applicants must send such requests in writing to the Chair of the Selection Committee within a month of being notified of their results in the selection procedure. The answer will be sent within one month. Requests will be dealt with taking account of the confidential nature of the Selection Committee proceedings under the Staff Regulations.

PROTECTION OF PERSONAL DATA

The Translation Centre (as the body responsible for organising the selection procedure) will ensure that applicants’ personal data are processed as required 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 (Official Journal of the European Union, L 8 of 12 January 2001). This applies in particular to the confidentiality and security of such data.

Candidates have the right to have recourse at any time to the European Data Protection Supervisor (edps@edps.europa.eu).

Please see the specific privacy notice.
ANNEX 1  REQUESTS FOR REVIEW – APPEAL PROCEDURES – COMPLAINTS TO THE EUROPEAN OMBUDSMAN

Since the Staff Regulations apply to selection procedures, please note that all proceedings are confidential. If at any stage of this selection procedure, applicants consider that their interests have been prejudiced by a particular decision, they may take the following action:

I. REQUESTS FOR FURTHER INFORMATION OR FOR REVIEW

➢ Send a letter requesting further information or a review and stating your case to:

   For the attention of the Chair of the Selection Committee CDT-AD5-2017/03
   Translation Centre
   Bâtiment Drosbach
   Office 3076
   12 E, rue Guillaume Kroll
   L-1882 Luxembourg

within 10 calendar days of the date of dispatch of the letter informing them of the decision. The Selection Committee will send a reply as soon as possible.

II. APPEAL PROCEDURES

➢ Lodge a complaint under Article 90(2) of the Staff Regulations of Officials of the European Union at the following address:

   For the attention of the Authority authorised to conclude contracts of employment
   CDT-AD5-2017/03
   Translation Centre
   Bâtiment Drosbach
   Office 3076
   12 E, rue Guillaume Kroll
   L-1882 Luxembourg

The time limits for initiating these two types of procedure (see Staff Regulations as amended by Regulation (EU, Euratom) No 1023/2013 of the European Parliament and of the Council (OJ L 287 of 29.10.2013, p.15 – http://www.eur-lex.europa.eu) start to run from the time applicants are notified of the act allegedly prejudicing their interests.

Please note that the Authority authorised to conclude contracts of employment does not have the power to amend the decisions of a Selection Committee. The Court has consistently held that the wide discretion enjoyed by Selection Committees is not subject to review by the Court unless the rules which govern the proceedings of Selection Committees have clearly been infringed.

III. COMPLAINTS TO THE EUROPEAN OMBUDSMAN

➢ Applicants can make a complaint to the:

   European Ombudsman
   1 avenue du Président-Robert-Schuman – BP 403
   F-67001 Strasbourg Cedex
pursuant to Article 228(1) of the Treaty on the Functioning of the European Union and in accordance with the conditions laid down in Decision 94/262/ECSC, EC, Euratom of the European Parliament of 9 March 1994 on the regulations and general conditions governing the performance of the Ombudsman's duties (OL L 113 of 4 May 1994, p. 15).

Please note that complaints made to the Ombudsman have no suspensive effect on the period laid down in Articles 90(2) and 91 of the Staff Regulations for lodging complaints or for submitting appeals to the Court of Justice of the European Union under Article 270 of the Treaty on the Functioning of the European Union. Please also note that, under Article 2(4) of the Decision 94/262/ECSC, EC, Euratom of the European Parliament of 9 March 1994 on the regulations and general conditions governing the performance of the Ombudsman's duties, any complaint lodged with the Ombudsman must be preceded by the appropriate administrative approaches to the institutions and bodies concerned.