



Luxembourg, 09.09.2022

REF: CDT-ACIII-2022-02
OPERATIONAL SUPPORT AGENTS

GRADE: FG III

DEPARTMENT: TRANSLATION SUPPORT DEPARTMENT

**PLACE OF
EMPLOYMENT:** LUXEMBOURG

The Translation Centre for the Bodies of the European Union (the 'Translation Centre') was established in 1994 to provide translation services for the various bodies of the European Union. It is based in Luxembourg. Since its creation, the Centre's workload has increased significantly and it now employs around 200 people.

To meet the needs of the **Translation Support Department's Workflow Management Section**, the Translation Centre is organising a selection procedure with a view to compiling a reserve list for the recruitment of contract staff members under Article 3(a) of the Conditions of Employment of Other Servants of the European Union as **Operational Support Agents**,

NATURE OF THE TASKS

Reporting directly to the Head of the **Workflow Management Section**, the selected candidate will be responsible for performing the following tasks:

- a) Content and layout formatting of files for translation purposes (pre-processing)
- Carry out a technical analysis of various linguistic service requests (e.g. translation, subtitling, etc.) and assess their difficulty and effort required;
 - Convert files from PDF to Microsoft Word, Excel or PowerPoint for translation purposes (conversion and OCR activities);

- Prepare files in all other accepted formats (Adobe InDesign and Illustrator, Microsoft Word, PowerPoint, Excel, XML and HTML), for translation purposes;
 - For all document formats and activities (conversions, OCR or preparation), ensure:
 - The same layout as the original file in the converted or processed file for translation with translation technology;
 - A correct segmentation of the source text in translation technologies;
 - A correct extraction of content to be translated and possible content and graphic elements re-creation;
 - A clean and functional file to be treated with translation technologies with a view to reuse its content;
 - An optimal technical preparation in view of reducing post-processing activities resulting after translation;
 - Search for solutions on unexpected issues concerning complex file formats;
 - Ensure a systematic pseudo-translation cycle in order to prevent incompatibilities with translation technologies or incorrect content processing;
 - Use advanced document processing techniques to limit manual and time demanding manipulations;
 - Assess and correct the work carried out by external pre- and post-processing service providers.
- b) Content and layout formatting of files after translation (post-processing)
- Carry out layout and content formatting quality checks (post-processing) on translated files in all formats accepted by the Centre;
 - Liaise with translators or other stakeholders involved in the workflow to correct possible mistakes;
 - Consistently adopt harmonised approaches on post-processing work within the team;
 - Report possible improvements to the most appropriate team on working methods;
 - Research, share and adopt automation and state-of-the-art techniques aimed at reducing human interventions.
- c) Technical preparation of audio-visual material for transcription or subtitling (pre- and post-processing)
- Analyse the audio-visual material submitted for transcription and/or subtitling in order to verify its integrity, volume, instructions, audio integrity, etc.
 - Carry out video or audio file conversions to the established formats accepted by the Centre;
 - Adjust tools settings according to internal agreed protocols and correct timecodes in order to generate a package ready for subtitling or transcription post-editing for linguists;
 - Draft guides, instructions, posts on internal collaborative platform to guide linguists and other colleagues;
 - Provide support to technical issues encountered by linguists during the subtitling/transcription process;
 - Carry out technical quality checks on the products delivered by linguists in order to ensure a correct delivery of the files;
- d) Management of linguistic services
- Assess and analyse linguistic service requests in order to determine an adequate job distribution;
 - Liaise with linguistic service requestors to clarify possible doubts, negotiate deadlines, suggest possible best-practices on the management of the services requested;

- Coordinate the work of internal and external linguists;
- Ensure that deadlines are respected by monitoring the work assigned to in-house and external resources;
- Organise and coordinate the workflow of requests for change/correction of already delivered products;
- Maintain knowledge bases and contribute to best-practice sharing;
- Give presentations on activities carried out by the team;
- Contribute to innovation projects related to project management, translation technologies and document processing.

Additional desirable activities

- Carry out technology watch activities on relevant topics for the Translation Centre.
- Identify areas of automation and/or contribute to the automation of pre-processing and/or post-processing activities with the help of scripts and/or specific software applications;
- Carry out website localisation quality assurance activities;
- Test of ad hoc solutions and report on such solutions.

A. SELECTION CRITERIA

To be eligible to take part in this selection procedure, the applicant must, on 09.10.2022, the closing date for applications, meet the conditions set out below.

(1) ELIGIBILITY CRITERIA

- Be a national of a Member State of the European Union.
- Qualifications:
 - i) a level of post-secondary education attested by a diploma; or
 - ii) a level of secondary education attested by a diploma giving access to post-secondary education, and at least 3 years of relevant professional experience.
- Knowledge of languages: an in-depth knowledge of one of the languages of the European Union (at least C1 level) and a satisfactory knowledge of another official language of the European Union (at least B2 level)¹, to the level necessary for carrying out the required tasks.

(2) TECHNICAL COMPETENCIES AND SKILLS

- Translation studies with a focus on translation technology or localisation attested by diplomas (syllabus) or certificates issued by specialised entities (e.g. university, private companies specialised in the field);
- Advanced use of Microsoft Office applications: Word, PowerPoint, Excel to be declared in the application form;

¹ Levels defined according to the Common European Framework of Reference for Languages: Learning, Teaching, Assessment (CEFR).

- Proven good knowledge of Adobe InDesign and/or Illustrator acquired through relevant work experience or training courses;
- Proven good knowledge of CAT tools acquired through relevant education/ training courses or through relevant work experience of at least six months in the area of linguistic project management, file preparation or translation technology management;
- Very good knowledge of French or English (at least B2 level)

(3) DESIRABLE COMPETENCIES:

- Proven good knowledge of workflow management processes acquired through relevant education/course or through previous work experience of at least six months in the area of linguistic project management, file preparation or translation technology management;
- Good knowledge of a third official language of the European Union (at least B1 level);
- Notions of batch scripting or any programming language;
- Ability to create macros to automate repetitive tasks;
- Knowledge of advanced search techniques (e.g. regular expressions);
- Knowledge of subtitling techniques;
- Knowledge of website localisation testing.

(4) ESSENTIAL NON-TECHNICAL SKILLS

- Written and oral communication: drafting skills, summarising skills and ability to communicate in the relevant foreign languages;
- Interpersonal skills: ability to work in a team, communicate well at all levels (internally and externally) and work in a multilingual environment;
- Sense of responsibility: discretion, confidentiality, attention to detail, availability, efficiency and punctuality;
- Organisational skills: ability to manage various tasks and to set priorities; methodical approach; ability to take the initiative; ability to work under pressure; versatility;
- Adaptability: able to help others and to work even when under pressure, inquisitive mind and aptitude for document research, capacity to learn and to adapt to developments in IT.

These skills will be assessed by means of a written test and an interview (see point B(2)(i) and (ii) below).

B. SELECTION PROCEDURE

(1) PRE-SELECTION STAGE

The pre-selection stage will consist of two parts:

- The first part will be based on the eligibility criteria mentioned in point A(1) and aims to establish whether the applicant meets all the mandatory eligibility criteria and all the formal requirements laid down in the application procedure. Applicants who do not meet these criteria will be rejected.

- The second part will take into account professional experience and technical competencies and skills mentioned in point A(2). This part of the pre-selection stage will be marked on a scale from 0 to 20 (pass mark: 10).

The Selection Committee will invite the 20 applicants who have passed and obtained the highest scores in the pre-selection stage to the selection stage.

(2) SELECTION STAGE

The selection stage will consist of two parts:

- (i) A written test (in English), which will consist of:
 - A practical computer-based test to assess the applicants' aptitude with respect to the duties concerned (dealing with actual cases in the specific areas mentioned in points A(2) and A(3)).
Duration: 2 hours;

The written test will be marked out of 20. The pass mark for the written test is 12 points.

Please note that applicants whose main language is English must pass the written test in their second language.

- (ii) An interview with the Selection Committee to assess applicants' ability to carry out the tasks described above. The interview will also be an opportunity to focus particularly on applicants' specialist knowledge and their skills in the fields mentioned in points A(2) and A(3).
Please note that only applicants who have passed the written test will be invited for an interview.
The interview will be conducted mainly in English. Knowledge of the other languages that applicants have indicated they know may also be tested.
The interview will last approximately 40 minutes and will be marked out of 20 (pass mark: 12).

The written test and the interview will take place in Luxembourg or remotely.

After the written test and the interview have been marked, the Selection Committee will draw up a reserve list of successful applicants, in alphabetical order. Successful applicants will be those applicants who have achieved the pass mark in the written test and the pass mark in the interview (see points (i) and (ii) above). Please note that inclusion on a reserve list does not guarantee recruitment.

Applicants who are invited to take the written test and to attend the interview must provide the relevant supporting documents corresponding to the information entered on the application form on the day of the interview, namely copies of diplomas, certificates and other documents as proof of their qualifications and attesting their professional experience and clearly showing start and end dates, the position held, the exact nature of their duties, etc. If the tests are held remotely, applicants may send a copy of the supporting documents requested above by email to: E-Selection@cdt.europa.eu. Before drawing up the reserve list, the Selection Committee will examine the supporting documents of the applicants who have passed the interview and the written tests.

Before a contract is signed, however, successful applicants must submit the originals and certified true copies of all the relevant documents to prove that they meet the eligibility criteria. The reserve list will be valid until 31 December 2023 and this period may be extended at the discretion of the Translation Centre's authority empowered to conclude contracts of employment.

C. RECRUITMENT

Depending on the budgetary situation, selected applicants may be offered a two-year contract (renewable) in accordance with the Conditions of Employment of Other Servants of the European Union². Subject to the level of confidentiality of the work carried out, the successful applicant may be required to apply for security clearance.

The successful applicant will be recruited in Function Group III. The basic monthly salary for grade 8 (step 1) is EUR 2.898,49. In addition to the basic salary, staff members may be entitled to various allowances, such as a household allowance, an expatriation allowance (16% of the basic salary), etc.

Furthermore, to be eligible, and prior to appointment, the selected applicant must:

- have fulfilled any military service obligations imposed by law;
- meet the character requirements for the duties involved (enjoy full rights as a citizen)³;
- undergo a medical examination by a medical officer at a centre designated by the Translation Centre in compliance with Article 82(3) of the Conditions of Employment of Other Servants of the European Union.

D. APPLICATION PROCEDURE

Interested applicants must complete their application online in Systal (https://aa251.referrals.selectminds.com/?lset=en_US) before the deadline.

Applicants must indicate their main language and their second language in their application. This information will be taken into account when determining the language for the written test.

We strongly advise candidates not to wait until the last few days to send their application. Experience has shown that the system may become overloaded nearer to the closing date for applications, which may make it difficult to apply in time.

EQUAL OPPORTUNITIES

The Translation Centre is an equal opportunities employer and accepts applications irrespective of age, race, political, philosophical or religious conviction, gender or sexual orientation, disability, 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 declare any interests that might be considered detrimental to their independence.

E. 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 that decision from the Chair of the

² In duly justified cases, the AACC may decide to conclude short-term contracts. Such contracts may be justified in particular for projects of limited duration, where the Centre needs to obtain up-to-date knowledge in a specific field, or to replace staff members in the event of absences.

³ Applicants must provide an official certificate confirming that they do not have a criminal record.

Selection Committee, instigate an appeal procedure or file a complaint with the European Ombudsman (see Annex 1).

REQUESTS FROM APPLICANTS FOR ACCESS TO INFORMATION CONCERNING THEM

Applicants involved in selection procedures have the specific right of access to certain information concerning them directly and individually, as described below. By virtue of that right, applicants who so request may 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. The answer will be sent within one month of receipt of the request. Requests will be dealt with taking into account the confidential nature of the Selection Committee's work, in accordance with the Staff Regulations.

PROTECTION OF PERSONAL DATA

The Translation Centre (as the body responsible for organising the selection procedure) ensures that applicants' personal data is processed in accordance with Regulation (EU) No 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/EC (OJ 2018 L 295, p. 39). This applies in particular to the confidentiality and security of such data.

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

Please consult 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 procedures are covered by the confidentiality obligations laid down in those Regulations. If, at any time during the selection procedure, applicants believe that their interests have been harmed by a particular decision, they have recourse to the following means:

I. REQUESTS FOR FURTHER INFORMATION OR FOR REVIEW

- Send a letter requesting further information or a review, stating your reasons, to:

Chair of the Selection Committee CDT-ACIII-2022/02

Translation Centre
Bâtiment Technopolis Gasperich
Office 3077
12E, rue Guillaume Kroll
L-1882 Luxembourg

within 10 days of the date on which the letter communicating the decision in question was sent. The Selection Committee will respond as soon as possible.

II. APPEAL PROCEDURES

- Lodge a complaint under Article 90(2) of the Staff Regulations of Officials of the European Union, and send it to the following address:

Authority empowered to conclude contracts of employment (Ref.: CDT-ACIII-2022/02)

Translation Centre
Bâtiment Technopolis Gasperich
Office 3077
12E, rue Guillaume Kroll
L-1882 Luxembourg

For these two types of procedure, the deadlines specified (in the Staff Regulations as amended by Regulation (EU, Euratom) No 1023/2013 of the European Parliament and of the Council (OJ 2013 L 287, p. 15 – <https://eur-lex.europa.eu/legal-content/EN/TXT/?uri=celex%3A32013R1023>) start to run from the date on which applicants are notified of the act allegedly harming their interests.

Please note that the authority empowered to conclude contracts of employment does not have the power to amend the decisions of a selection committee. The Court of Justice has consistently held that the wide discretion enjoyed by selection committees is not subject to review by the Court unless the rules which govern their selection procedures have clearly been infringed.

III. COMPLAINTS TO THE EUROPEAN OMBUDSMAN

- Lodge a complaint, as is the right of all citizens of the European Union, with the:

European Ombudsman

1 avenue du Président-Robert-Schuman – CS 30403
67001 Strasbourg Cedex, France

pursuant to Article 228(1) of the Treaty on the Functioning of the European Union and in accordance with the conditions laid down in Regulation (EU, Euratom) 2021/1163 of the European Parliament of 24 June 2021 laying down the regulations and general conditions governing the performance of the Ombudsman's duties (Statute of the European Ombudsman) and repealing Decision 94/262/ECSC, EC, Euratom (OJ L 253, 16.7.2021, p. 1-10).

Applicants should note that complaints made to the Ombudsman have no suspensive effect on the period laid down in Article 90(2) and Article 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 pursuant to Article 2(3) of Regulation (EU, Euratom) 2021/1163 of the European Parliament of 24 June 2021 laying down the regulations and general conditions governing the performance of the Ombudsman's duties (Statute of the European Ombudsman) and repealing Decision 94/262/ECSC, EC, Euratom, any complaint lodged with the Ombudsman must be preceded by the appropriate administrative approaches to the bodies concerned.