



Luxembourg, **MAR 19 2019**

**REF.:** CDT-ACIII-2019/01 – WORKFLOW SUPPORT AGENTS  
**GRADE:** FG III  
**DEPARTMENT:** TRANSLATION SUPPORT DEPARTMENT  
**PLACE OF EMPLOYMENT:** LUXEMBOURG

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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 and currently employs around 200 staff.

To meet the needs of the **Translation Support Department's Workflow Management Section**, the Translation Centre is organising a selection procedure to establish a reserve list for the recruitment of contract agents as workflow support agents for the following activities:

**support to translation technology management,**  
**support to linguistic services workflow management,**

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with essential skills in the following specific areas:

**translation technologies,**  
**linguistic project management,**

and desirable skills in the following related areas:

**terminology management,**  
**audio-visual translation technology,**  
**website localisation.**

## **THE RESPONSIBILITIES OF WORKFLOW SUPPORT AGENTS ARE:**

### **Assisting the immediate superior:**

- Assist the immediate superior in the daily management of any type of linguistic services provided by the Centre;
- Suggest improvements to the various teams of the Workflow Management Section on the management of translation technologies, document processing activities and project management processes.

### **Monitoring activities:**

- Ensure that deadlines are respected by monitoring the work assigned to in-house and external resources;
- Make sure that tasks are executed according to the standards and procedures in place in the Workflow Management Section.

### **Main required activities:**

- Provide support to the management of translation resources (e.g. translation memories, terminology databases, etc.);
- Carry out technical analyses of various linguistic service requests (e.g. translation, subtitling, terminology, etc.) and definition of workflow steps to guarantee the correct execution of tasks;
- Provide technical support to issues that might occur during the different phases of the linguistic service;
- Maintain knowledge bases and contribute to best-practices sharing (e.g. writing articles on specialised topics in the field of translation technologies or localisation project management);
- Assessment and analysis of the linguistic request in order to determine an adequate job distribution;
- Contribute to innovation projects related to project management, translation technologies and document processing ;
- Providing specialised training to translators and Workflow Management Section staff on project management best-practices, translation technologies;
- Collect feedback and suggest improvements based on user needs and recurrent issues;
- Preparing and updating user guides;
- Give presentations on activities carried out by the Workflow Management Section.

### **Additional activities:**

- 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;
- Carry out technology watch activities on relevant topics for the Translation Centre.

## **1. SELECTION CRITERIA:**

The selection procedure is open to any candidate who can satisfy the following conditions by the online application deadline of: **APR 17 2019**

### **a) ELIGIBILITY CRITERIA:**

- be a national of a Member State of the European Union;

- qualifications: have a post-secondary education in the field of **translation** or **project management** with a special focus on **translation technology** or **localisation** attested by a diploma;

or

a level of secondary education attested by a diploma giving access to post-secondary education, followed by at least **three years** of relevant professional experience in the area of **translation technology management, translation project management** or **localisation project management** clearly attested;

- language skills: thorough knowledge of one of the official languages of the European Union and satisfactory knowledge of another official language of the European Union, to the extent necessary for the performance of the duties.

**b) ESSENTIAL TECHNICAL COMPETENCES:**

- very good knowledge of French or English and a good knowledge of English or French (spoken and written);
- advanced use of Microsoft Office tools: Word, Power Point, Excel and Visio;
- advanced use of CAT tools attested by certifications or previous work experience;
- proven experience in linguistic workflow support activities and/or language resource management;
- proven experience in translation project management activities.

**c) DESIRABLE COMPETENCES:**

- good knowledge of a third official language of the European Union;
- knowledge of any programming language;
- advanced search techniques (e.g. regular expressions);
- management of subtitling techniques;
- website localisation testing;
- terminology management (technical).

**d) ESSENTIAL NON-TECHNICAL COMPETENCES:**

- 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 evaluated in the written test and interview (see point 2(b)(i) and (ii)).

## 2. SELECTION PROCEDURE:

### a) **PRE-SELECTION STAGE:**

The pre-selection stage will be in two parts:

- The first will be based on the above-mentioned 'eligibility criteria' (point 1(a)) and aims to establish whether applicants meet all the mandatory eligibility criteria and all formal requirements laid down in the application procedure. Applicants who do not meet these requirements will be rejected<sup>1</sup>.
- In the second part, applicants' professional experience and other criteria listed under 'Selection criteria' (point 1(b) and 1(c)) will be taken into consideration. This stage will be marked out of 20 (pass mark: 10).

The 20 applicants who obtain the best marks in the second part of the pre-selection stage will be invited by the Selection Committee for a written test and an interview.

### b) **SELECTION STAGE:**

The selection stage will be in two parts:

#### (i) A written test consisting of the following:

- 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 on page 1).

The written test will be marked out of 20 (pass mark: 10).

Time allowed: 2 hours.

Applicants may choose either French or English for the written and practical computer-based tests. Please note that applicants whose main language is French must sit the tests in English and those with English as their main language must choose French.

#### (ii) An interview with the Selection Committee to assess the applicants' ability to carry out the duties described above. The interview will also focus on the applicants' specialist knowledge and the essential and desirable competences listed in points 1(b) and (c).

The interview may take place on the same day as the written and practical tests, or on one of the following days.

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

Time allowed: approximately 30 minutes.

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

After the tests and the interviews, the Selection Committee will draw up a reserve list in alphabetical order. The reserve list will contain the names of applicants who have attained the required minimum in the interview and tests (see points (i) and (ii)). Please note that inclusion on a reserve list does not guarantee recruitment.

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<sup>1</sup> Please note that applicants who cannot provide proof of relevant professional experience in the fields specified will be rejected.

Those applicants who are invited to sit the tests must submit, as soon as requested by the Selection Committee, all relevant supporting documents corresponding to the information entered on the application form, namely copies of diplomas, certificates and other supporting documents proving their knowledge and skills and clearly showing start and end dates, the function and exact nature of their duties, etc.

However, before signing a contract, the successful applicant for the post will have to submit all originals and certified copies of all relevant documents proving compliance with the eligibility criteria.

The reserve list will be valid for 12 months from the date it is drawn up, and may be extended at the discretion of the Translation Centre's Appointing Authority.

### **3. 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 Union. 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 to function group III. The basic monthly salary for grade 8 (step 1) is EUR 2704.38. In addition to the basic salary, various allowances may be added, such as a household allowance, an expatriation allowance (16% of basic salary), etc.

In addition, before being appointed, the 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)<sup>2</sup>;
- undergo a medical examination carried out by the Translation Centre's medical officers in order to satisfy the requirements of Article 28(e) of the Staff Regulations of Officials of the European Union.

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### **4. APPLICATION PROCEDURE:**

Interested applicants must complete their online application before expiry of the deadline.

We strongly advise you not to wait until the last few days to apply. 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 his/her independence.

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<sup>2</sup> Applicants must provide an official certificate confirming that they do not have a criminal record.

## **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).

### **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. Applicants who so request may in consequence 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 account of the confidential nature of selection committee proceedings, in accordance with 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 (EU) 2018/1725 of the European Parliament and of the Council of 23 October 2018 on the protection of individuals 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. 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](mailto:edps@edps.europa.eu)).

Please refer to the [specific privacy notice](#).

Since the Staff Regulations apply to selection procedures, please note that all the proceedings are covered by the confidentiality requirement laid down in the Staff Regulations. 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 their case, to:

**The Chair of the Selection Committee CDT-ACIII-2019/01**

Office 3076  
Translation Centre  
12E, rue Guillaume Kroll  
L-1882 Luxembourg

within 10 days of the date of dispatch of the letter informing them of the decision. The Selection Committee will 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:

**The Authority Empowered to Conclude Contracts of Employment Ref.: CDT-ACIII-2019/01**

Office 3076  
Translation Centre  
12E, rue Guillaume Kroll  
L-1882 Luxembourg

The time limits for initiating these two types of procedures starts to run from the date on which applicants are notified of the act allegedly prejudicing their interests (see the Staff Regulations as amended by Council Regulation (EC, Euratom) No 1023/2013 of the European Parliament and of the Council (OJ L 287, 29 10.2013, p. 15) – <http://eur-lex.europa.eu/oj/direct-access.html?locale=en>).

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 the proceedings of selection committees 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 – 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 the Decision of the European Parliament of 9 March 1994 on the regulations and general conditions governing the performance of the Ombudsman's duties (94/262/ECSC, EC, Euratom) (OJ L 113, 4.5.1994, p. 15).

Please 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(4) of the Decision of the Parliament of 9 March 1994 on the regulations and general conditions governing the performance of the Ombudsman's duties (94/262/CECA, CE, Euratom), any complaint lodged with the Ombudsman must be preceded by the appropriate administrative approaches to the bodies concerned.