



The Director

HEAD OF SECTION - STAKEHOLDER RELATIONS AND COMMUNICATION SECTION (REF. CDT-AD8-2025/01)

GRADE:	AD 8	– External candidates
	AD 8 to AD 10	– Interagency candidates
	AD5 to AD12	– Internal candidates and Officials
DEPARTMENT:	DIRECTORATE	
PLACE OF EMPLOYMENT:	LUXEMBOURG	

1. BACKGROUND

The Translation Centre is seeking to recruit a **Head of Section - Stakeholder Relations and Communication Section (currently called External Relations and Communication Section)**, with the mission to develop, coordinate and implement stakeholder relations, communication and marketing strategy in agreement with the Centre's management, and make sure it is consistent and compatible with the Centre's mandate and multiannual strategy.

CdT is a fully self-financed EU Agency. Our strong client-centered focus aims to nurture existing clients and develop a new client base, supported by the Director and our Business Development Team. The Head of Stakeholder Relations and Communication Section will play a pivotal role by liaising with our stakeholders and add value with expert knowledge and know-how in communication and marketing practices. You will lead a small team of technical experts and are expected to build a positive, dynamic and engaging work environment with a focus on continuous self-development. You report directly to the Director of the CdT.

We are seeking an autonomous, dynamic, forward-looking professional with strong strategic and leadership skills in addition to management skills. You have experience in both organisational communication and in marketing. You easily develop implementable creative and innovative ideas and familiar with modern tools and technologies.

The new Head of Section will be entrusted with the following:

1. Provide strategic and operational support in the section to the Director;
2. The development and implementation of the communication and marketing strategy
3. Member and coordinator of the Business Development Team.

2. ELIGIBILITY CRITERIA

To be eligible to take part in this selection procedure, the applicant must, on **17.02.2025**, the closing date for applications, meet the following conditions:

- be a national of a Member State of the European Union;
- have a level of education which corresponds to completed university studies of at least 4 years, attested by a diploma¹;

or

- have a level of education which corresponds to completed university studies attested by a diploma, and appropriate professional experience of at least one year where the normal duration of the said studies is at least three years;
- have at least nine years of professional experience, gained after obtaining the diploma certifying completion of the above required level of study;
- language skills: excellent knowledge of one of the official languages of the European Union and good knowledge of another official language of the European Union, to the extent necessary for the performance of the duties.

The above criteria apply to all candidates. Depending for which organisation you currently work, the following specifications apply:

External applicants (i.e., you are currently not working for EU Agencies or Institutions).

Minimum qualifications (university diploma)

- Possess a level of education which corresponds to completed university studies attested by a diploma when the normal period of university education is four years or more (of full-time education).

or

- Possess a level of education which corresponds to completed university studies attested by a diploma followed by at least one year full-time professional experience, when the normal period of university education is at least three years (of full-time education).

Required professional experience

Possess (by the closing date for applications) at least **9 years** of proven full-time professional experience acquired after the diploma was awarded and (at the same time) after the condition(s) described in the criterion above are fulfilled.

¹ Only diplomas and certificates that have been awarded in EU member states or that are the subject of equivalence certificates issued by authorities in the said Member States shall be taken into consideration

Inter-agency applicants

- On the closing date for applications and on the day of filling the vacant post, be engaged as temporary staff under Article 2(f) of CEOS within their agency in a grade and function group corresponding grade bracket AD 8 to AD 10;
- Have at least two years' service within their agency before moving;
- Have successfully completed the probationary period as provided for in Article 14 of the CEOS in the relevant function group.

Internal applicants

- Be a member of temporary staff engaged under Article 2(f) of CEOS at the Translation Centre in grade AD5 – AD12.
- Be an Official at the Translation Centre in grade AD5 – AD12.

3. SELECTION CRITERIA

Suitability of applicants will be assessed against the following criteria in different steps of the selection procedure. Certain criteria will be assessed/marked only for shortlisted applicants during interviews (and or tests):

- . Management experience in the field of the subject of the vacancy notice preferably in a multicultural and/or multinational environment;
- . Understanding of the core business of the Translation Centre as well as understanding of the services underlying and supporting the translation process;
- . Experience in drafting a communication strategy and managing its implementation through various communication activities with a wide range of multimedia;
- . Experience in drafting a marketing strategy and managing its implementation through various communication activities with a wide range of multimedia;
- . Proven experience in creating and successfully implementing innovative projects;
- . Understanding of the institutional communication landscape and the framework of the European Union;
- . Excellent drafting skills and strong presentation skills;
- . Advanced digital skills and AI literacy;
- . Excellent knowledge of English (level C1 and above), very good knowledge of another EU official language (level B2 or above).
- . The knowledge of French is considered an advantage;

ESSENTIAL NON-TECHNICAL SKILLS:

CdT's Core Values, listed below, are essential to our organisation's success. Applicants are expected to embrace the values and incorporate them in day-to-day behaviour.

- Collaboration: cultivating the ability to focus, align and build effective groups. Willingness to share or partner with others and acknowledge the whole being greater than the sum of the parts;
- Respect: treating your colleagues, staff, and partners with respect and sensitivity. You value diversity and draw upon the different strengths, cultures, ideas, experiences and talents of people. You provide equal and fair opportunities for employment, career development and learning, and give a voice to every team member. You ensure a positive and energising work environment;
- Integrity: You are driven by your commitment and not by personal gain or alliances with vested interests. You protect and promote the reputation of the CdT. You are honest and act with integrity. You do not tolerate unethical behaviour; and challenge it as a matter of personal responsibility, regardless of your position in the organisation. You maintain high ethical standards and you do not abuse power of authority;
- Self-development: You take initiative in learning and implementing new concepts, technologies and/or methods. You commit to continually improve your and your team's skills set by gathering new knowledge, skills and attitudes and by encouraging your team to develop on a continuous basis;
- Change and innovation: You have the ability to instigate needed change and to show a positive and open attitude towards change. You understand how technology is currently used to reach the organisation's objectives and explore new tools to improve the performance of the team;
- Client orientation: You endeavour to work effectively with peers, partners, and others who are not in your line of command, positively impacting business performance. You serve both internal and external clients and build sustainable relationships.

4. SELECTION PROCEDURE

a) PRE-SELECTION STAGE:

The pre-selection stage will be in two parts:

- The first part will be based on the above-mentioned 'eligibility criteria' (point 2) 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 requirements will be rejected.
- The second part will take account of professional experience and other aspects mentioned in point 3, 'selection Criteria'. This stage will be marked on a scale from 0 to 20 (pass mark: 12).

The selection committee will invite the applicants who have passed the pre-selection stage and achieved the highest scores to take a written test and attend an interview.

b) SELECTION STAGE:

The selection stage will follow the procedure described below. It will consist of two tests:

1. A written test (in English or in French) consisting of:
 - questions to assess applicants' knowledge in the field of the post advertised.

Duration: 1 hour and 30 minutes.

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

Applicants may choose either French or English for the written test. 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.

The test will be held online. Applicants invited to sit the written test will receive all the relevant information in due course.

2. An interview with the selection committee:

Organised to assess applicants' suitability to carry out the duties described above. The interview will also focus on applicants' specialist knowledge and the desired skills listed in point 3 and Annex 1 below.

The interview will be performed on-line and may take place on the same day as the written test, or at a later date, depending on the prior decision of the Selection Committee.

The interview will be conducted mainly in English. Knowledge of other languages may also be tested on the basis of the applicant's declarations on linguistic competence.

Interview duration: about 40 minutes.

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

As a result of the interview and test, the Selection Committee shall draw up a report on the results of the procedure including observations on the candidates and a reserve list of the successful applicants in order of merit. A final decision will be made by the Director, who may decide to organise an additional round of interviews with candidates, in person, before taking the final decision.

Please note that inclusion on a reserve list does not guarantee recruitment.

Applicants invited to take the written test and to attend the interview must, before the day of the interview, provide relevant supporting documents corresponding to the information entered on the application form, namely copies of diplomas, certificates and other documents attesting to 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 will send copies of the supporting documents requested above by email to: E-Selection@cdt.europa.eu

Before any contract is signed, successful candidates must, however, submit the originals and certified true copies of all relevant documents to prove that they meet the eligibility criteria.

The reserve list will be valid until the end of the year of its establishment and may be extended at the discretion of the Translation Centre's authority empowered to conclude contracts of employment.

5. APPLICATION PROCEDURE:

Interested applicants must complete their online application in Systal (https://aa251.referrals.selectminds.com/?lset=en_US) before the deadline; being **17/02/2025 at 23.59, Luxembourg local time.**

Applicants must also attach to their application in Systal an electronic version of the documents proving they meet the eligibility criteria. Please note that failure to submit these documents will result in your application being rejected.

Before submitting the application form, applicants must check that they meet all of the eligibility criteria listed in the vacancy notice, especially in terms of qualifications and relevant professional experience.

We strongly advise you not to wait until the last few days to apply. Experience has shown that the system can become overloaded as the deadline approaches, making it difficult to submit the application 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 and regardless of disabilities, marital status or family situation.

INDEPENDENCE AND DECLARATION OF INTEREST

The successful applicant will be required to make a declaration whereby he or she undertakes to act independently in the public interest, and also a declaration relating to any interest that might be construed as adversely affecting his or her independence.

6. GENERAL INFORMATION:

REVIEW – APPEAL – COMPLAINTS

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

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. By virtue of that right, supplementary information concerning their participation in the selection procedure may be supplied to applicants on request. Applicants must submit their request in writing to the Chair of the selection committee within one month of notification of the results obtained in the course of the selection procedure. They will receive a reply within one month. 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 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 see the [specific privacy notice](#).

REQUEST FOR REVIEW – APPEAL PROCEDURE – COMPLAINTS TO THE EUROPEAN OMBUDSMAN

The Staff Regulations are applicable to selection procedures and, therefore, all procedures are confidential. If, at any time during the selection procedure, applicants believe that their interests have been prejudiced by a particular decision, they have the following means at their disposal:

I. REQUESTS FOR FURTHER INFORMATION OR FOR REVIEW

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

The Chair of the selection committee CDT-AD8-2025/01
Translation Centre
Bâtiment Technopolis Gasperich
Office 3077
12E, rue Guillaume Kroll
L-1882 Luxembourg

Such requests need to be done within 10 calendar days of the date of dispatch of the letter informing you of the decision. 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, at the following address:

For the attention of the Authority Empowered to Conclude Contracts of Employment
CDT-AD8-2025/01
Translation Centre
Bâtiment Technopolis Gasperich
Office 3077
12E, rue Guillaume Kroll

L-1882 Luxembourg

For these two types of procedure, the deadlines specified by the Staff Regulations as amended by Council Regulation (EC, Euratom) No 1023/2013 of the European Parliament and of the Council (OJ 2013 L 287, p. 15 – <https://eur-lex.europa.eu/oj/direct-access.html?locale=fr>) start to run from the date on which applicants are notified of the act allegedly prejudicing 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 the proceedings of selection committees have clearly been infringed.

III. COMPLAINTS TO THE EUROPEAN OMBUDSMAN

Applicants may address their complaint to:

European Ombudsman

1 avenue du Président-Robert-Schuman – CS 30403
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 European Union Civil Service Tribunal 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.

7. APPOINTMENT AND CONDITIONS OF EMPLOYMENT

The successful candidate will be recruited to Function Group/Grade AD8. The basic monthly salary for grade AD8 (step 1) is EUR 8553,32. 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 candidate must:

- have fulfilled any obligations under the law governing military service;
- meet the character requirements for the duties involved (enjoy full rights as a citizen)²;

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

- undergo a medical examination as requested by the Translation Centre in compliance with the provisions of Article 12(2) of the Conditions of employment of other servants of the European Union.

ANNEX 1: JOB DESCRIPTION.

1. Stakeholder relations (client relations and other external relations):

- Identifying client needs and measuring client satisfaction (via surveys, bilateral meetings, mailings);
- Tracking of all client meetings and follow-up on action items resulting from meetings and surveys;
- Organising training sessions, workshops and presentations involving the Centre's clients;
- Collecting and maintaining client data; organising and chairing the Centre's annual Translation Contact Network meeting and other client events;
- Explore new multilingual communication needs within the Centre's Stakeholder Network (in cooperation with the Finance and Strategic Section, the Legal Affairs Section and the Business Development Team);
- Representing the Centre in the EU Agencies' Heads of Communication and Information Network (HCIN);
- Representing the Centre on the interinstitutional CCT Awareness Raising Network (ARN);
- Representing the Centre on information seminars organised by the Publications Office (PO);
- Coordinating visits to the Centre and providing presentations on the Centre's activities (e.g., universities, translation associations, trainees from institutions);
- Being the Centre's central contact point for the media.

2. Communication manager

- Monitor technological developments in communication tools and techniques;
- Create and lead internal and external relations networks;
- Evaluate the impact of communication initiatives;
- Produce communication media;
- Participate in defining the communication strategy and implementation plan;
- Intervene in public using a variety of communication media;
- Use multi-media and interactive communication;
- Ensure consistency of content and identity across all media/target audiences;
- Take into account e-reputation risks;
- Understand networks of influence and conversational communication on social media.
- Ensuring crisis communication as part of the Centre's business continuity management system;

3. Marketing manager

- Participate in defining the marketing strategy and implementation plan;
- Analyse and manage client databases and requirement;
- Provide sales support tools on new media (e.g., tablet, website);
- Participate in design and distribution of products and services as a member of the Business Development Team;

- Conduct market segmentation customer research;
- Collect and analyse statistical data;
- Administer CRM and e-CRM tools;
- Maintain and develop new KPIs.

4. Business development:

- Coordinate the work of the Business Development Team (BDT);
- Provide input from using your technical expertise in the small multidisciplinary BDT;
- Tasks may include:
 - Explore possibilities to develop new ad-hoc services or redefine current ones to cover specific or short-term projects (e.g., via Language Consultancy);
 - Analyse general trends in the language sector in view of identifying possible new services or products that the Centre could offer to its clients;
 - Define and benchmark best-practices;
 - Participate in relevant internal and external committees and/or working groups aimed at exploring or benchmarking the language industry;
 - Organise meetings with clients in view of identifying and clarifying their needs and improving existing services;
 - Act as communication channel between the different Departments and contributing parties on projects related to improving the Centre's service offer to its clients, carry out regular internal consultations of the competent services of the Centre.
 - Prepare the introduction (analytical preparation, development, implementation and subsequent support) of new products and services in collaboration with the different stakeholders involved in the business (e.g., all other Departments) and in particular with the PMO;
 - Contribute to the management of innovation projects;
 - Monitor the implementation of new services to ensure that technical and organisational solutions are in line with the working methods and constraints of the business.