### SECONDED NATIONAL EXPERT - JOB PROFILE

**Operational Officer**

(European Centre for Returns/ Operational Response Division)

<table>
<thead>
<tr>
<th>Pre-Return Assistance Sector</th>
<th>Return Operations Sector</th>
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<tr>
<td><strong>Tasks and responsibilities:</strong> Reporting to the Head of Pre-Return Assistance Sector and under the supervision of the relevant Team Leader, the Seconded National Expert shall be responsible for:</td>
<td><strong>Tasks and responsibilities:</strong> Reporting to the Head of Return Operations Sector and under the supervision of the relevant Team Leader, the Seconded National Expert shall be responsible for:</td>
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<tr>
<td>▪ Support the development, planning, coordination and implementation of pre-return as well as post-arrival and post-return assistance activities, including:</td>
<td>▪ Support in coordination and organisation of return operations, including:</td>
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<tr>
<td>o Activities focused on streamlining Member States activities and procedures in the area of pre-return, post-arrival and post-return,</td>
<td>o Identification of needs,</td>
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<td>o Activities enhancing Third Country cooperation (focus on identification and documentation of eligible candidates for return, reintegration),</td>
<td>o Communication with Member States,</td>
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<td>o Projects focusing on the integration of EU funded projects activities,</td>
<td>o Observation and monitoring of return operations,</td>
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<td>o Capacity building activities in relation to Member States and Third Countries in the area of return,</td>
<td>o Reporting and evaluation;</td>
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<td>o Reporting and evaluation, according to instructions provided by the Unit’s management.</td>
<td>▪ Identification and pooling of best practices in return operations;</td>
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<td>▪ Development, implementation and management of return related projects as an operational manager or to contribute to these processes as a member of the operational team;</td>
<td>▪ Support the development, planning, coordination and implementation of return assistance activities, including:</td>
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<td>▪ Support to/Administration of IT systems supporting return related activities and processes;</td>
<td>o Activities focused on streamlining Member States activities and procedures in the area of return operations,</td>
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<td>▪ Contribution to preparation of inputs, statistics and documents with respect to the scope of the Sector’s activity;</td>
<td>o Capacity building activities in relation to Member States and Third Countries in the area of return,</td>
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<td>▪ Preparation of reports, operational templates, written communication, briefing notes and responses to external enquiries;</td>
<td>according to instructions provided by the Unit’s management.</td>
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<td>▪ Preparation, distribution of queries/surveys on return related topics and collection, summarizing of responses;</td>
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Monitoring of the correct implementation of assigned operations, including the respect for fundamental rights and the Frontex Codes of Conduct by persons participating in activities coordinated by the Agency;

Promoting best practices and knowledge-sharing in the field of return operational activities;

Organization of meetings, briefings, workshops, and facilitation of network cooperation in the field of the Unit’s activities;

Following latest developments, technologies, methods and practices in the field of the Unit’s activities;

Contribution to the process of planning and implementation of the Sector’s activities, in particular, in terms of operational assistance to Member States;

Support to other projects undertaken by the team.

Secondary tasks

Perform any other task as required by the line manager;

Develop and maintain necessary business documentation.

Selection criteria (Professional qualifications and experience required)

The applicant will be required to demonstrate that he/she has:

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 pre-return activities and/or return operations and/or post-arrival and post-return activities performed at European, Regional or National level;

Good working knowledge of the EU legal framework on (pre-/post-) return related activities.

Assets:

Experience in cooperation with EU institutions and/or other Member States’ authorities and/or Third countries’ authorities;

Experience in project and/or service management (certification not obligatory but would be an asset);

Experience in policy development;

Experience in drafting processes and procedures;

Knowledge/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.

Selection criteria (personal skills):

Essential:

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 organize and manage work, including the ability to work under pressure in relation to demanding tasks, possible crisis situations, heavy workload and time pressure;
- Ability to cooperate with colleagues from different cultural backgrounds and from different agencies and units (internal and external).

**Assets:**
- Knowledge of additional to English and to the mother tongue languages (EU or non-EU) at least B1 level;
- Knowledge of SharePoint and/or MS Visio;
- Experience in working in multicultural environment.

**Other Comments:**
- Availability as soon as possible would be an additional asset;
- Readiness to work irregular working hours, including during night as well as spending considerable amount of time outside of the Agency seat due to extensive numbers of missions.