

SECONDED NATIONAL EXPERT- JOB PROFILE

Operational Officer (European Centre for Returns)

The European Centre for Returns Division consists of 3 Units, the Pre-Return Unit (PRE), the Return Operations and Voluntary Return Unit (RVR) and the Post-Return Unit (POST).

Return Operations and Voluntary Return Unit (RVR) currently consists of three teams:

- Planning and Evaluation Team
- Operational Implementation Team
- Return Support Team

Pre-Return Unit (PRE) consists of two teams:

- International Cooperation for Returns Team
- Return Facilities Team

Post-Return Unit (POST) consist of one Team, namely the Joint Reintegration Services and Reintegration Facilities Team.

This recruitment aims at filling two posts of Seconded National Expert - Operational Officer, in the Operational Implementation Team, who supports EU Member States and Schengen Associated Countries in the organisation and implementation of returns to non-EU Countries. Additionally, suitable candidates may be placed on reserve list for future possible vacancies in the Pre-Return and Post-Return Units.

Tasks and responsibilities in Return Operations and Voluntary Return Unit (RVR):

Reporting to the Head of Unit and under the supervision of the Team Leader of the Operational Implementation Team, the main specific duties of the Operational Officers are:

- ✓ To support the coordination and organisation of voluntary returns and return operations, including:
 - Identification of needs;
 - Communication with Member States;
 - Participation in return operations as Frontex representative;
 - Reporting and evaluation.
- ✓ To identify and carry out the pooling of best practices in voluntary returns and return operations;
- ✓ To support the development, planning, coordination and implementation of return assistance activities, including:
- ✓ Activities focused on streamlining Member States activities and procedures in the area of return operations;
- ✓ Capacity building activities in relation to Member States and Third Countries in the area of return, according to instructions provided by the Unit's management;
- ✓ To develop, implement and manage return-related projects as an operational manager or to contribute to these processes as a member of the operational team;
- ✓ To support/carry out administration of IT systems supporting return related activities and processes;
- ✓ To contribute to preparation of inputs, statistics and documents with respect to the scope of the Team's activity;
- ✓ To prepare reports, operational templates, written communication, briefing notes and responses to external enquiries;

- ✓ To monitor 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;
- ✓ To promote best practices and knowledge-sharing in the field of return operational activities;
- ✓ To organize meetings, briefings, workshops, and facilitation of network cooperation in the field of the Unit's activities;
- ✓ To contribute to the process of planning and implementation of the Unit's activities, in particular, in terms of operational assistance to Member States;
- ✓ To support other projects undertaken by the team;

Secondary tasks

- ✓ To perform any other task as required by the line manager;
- ✓ To develop, maintain and store necessary business documentation;

Temporary deployments and travel to locations outside of Frontex headquarters can occur.

Tasks and responsibilities in Pre-Return Unit (PRE):

Reporting to the Head of Unit and under the supervision of the Team Leader of the Return Facilities Team or the International Cooperation for Returns Team, the main specific duties of the Operational Officers are:

- ✓ To support the coordination and organisation of pre-return activities, including:
 - Identification of needs;
 - Communication with Member States and Third Countries;
 - Participation in pre-return activities as Frontex representative;
 - Reporting and evaluation;
- ✓ To identify and carry out the pooling of best practices in pre-return activities;
- ✓ To support the development, planning, coordination and implementation of pre-return assistance activities, including:
- ✓ Activities focused on streamlining Member States activities and procedures in the area of pre-return activities, including cooperation with Third Countries;
- ✓ Capacity building activities in relation to Member States and Third Countries in the area of return, according to instructions provided by the Unit's management;
- ✓ To develop, implement and manage return-related projects as an operational manager or to contribute to these processes as a member of the operational team;
- ✓ To support/carry out administration of IT systems supporting return related activities and processes;
- ✓ To contribute to preparation of inputs, statistics and documents with respect to the scope of the Team's activity;
- ✓ To prepare reports, operational templates, written communication, briefing notes and responses to external enquiries;
- ✓ To monitor 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;
- ✓ To promote best practices and knowledge-sharing in the field of return operational activities;
- ✓ To organize meetings, briefings, workshops, and facilitation of network cooperation in the field of the Unit's activities;
- ✓ To contribute to the process of planning and implementation of the Unit's activities, in particular, in terms of operational assistance to Member States;
- ✓ To support other projects undertaken by the team;

Tasks and responsibilities in Post-Return Unit (POST):

Reporting to the Head of Unit and under the supervision of the Team Leader of the Joint Reintegration Services and Reintegration Facilities Team, the main specific duties of the Operational Officers are:

- ✓ Support the implementation of the Joint Reintegration Services, by engagement in case handling in RIAT;
- ✓ Support the development of post-arrival and post-return activities in close cooperation with Member States and Reintegration Partners;
- ✓ Development of projects related to post-return activities, including return and reintegration counselling activities and third country related aspects;
- ✓ Contribute to the development, implementation and management of (pilot) projects, common practices and procedures, and relevant activities;
- ✓ Cooperate with EU-funded actors and networks and international organisations with the aim to building synergies in the area of post-return and reintegration;
- ✓ To organize meetings, briefings, workshops, and facilitation of network cooperation in the field of the Unit's activities;
- ✓ To contribute to the process of planning and implementation of the Unit's activities, in particular, in terms of operational assistance to Member States;
- ✓ To support other projects undertaken by the team;

Secondary tasks

- ✓ Perform any other task as required by the line manager;
- ✓ Develop, maintain and store necessary business documentation.

Temporary deployments and travel to locations outside of Frontex headquarters can occur.

Selection criteria:

Professional qualifications, competencies and experience required:

Essential:

- Good knowledge of the EU legal framework on return activities as well as legislation related to Frontex and of the functioning of EU institutions and bodies
- At least 3 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, return activities and post return activities performed at European, Regional or National level
- Good knowledge and experience in return operations, pre-return activities and post-return activities and their management, and related support activities, with understanding of operational specificities in the field

Assets:

- Experience in cooperation and negotiations with EU institutions, Member States, Schengen Associated and other Third Country authorities
- Completion of national training for forced-return escorts and other return related trainings

- Experience in carrying administrative duties and processes related to daily office activities
- Knowledge of SharePoint and/or MS Visio
- Experience in working in multicultural environment

Personal skills & competencies required:

- Excellent drafting, editing and communication (including presentation) skills in English
- Ability to prioritize and work to deadlines under minimal supervision, under pressure in relation to demanding tasks and heavy workload, in possible crisis situations, and under time constraints
- Experience in the area of dedicated IT systems supporting operational processes and information exchange
- Very high level of constructive, positive and service oriented attitude
- High level of commitment, initiative and creativity (ability to propose solutions and actively tackle upcoming tasks and challenges)
- Strong interpersonal skills in liaising with internal and external stakeholders, actively searching and gaining information
- Proficient user of Microsoft Office applications (MS Word, Excel, PowerPoint and Outlook)

Assets:

- Readiness to be regularly deployed outside Frontex HQ (part time, depending on business needs)
- Knowledge of additional languages
- Experience in working in multicultural environment