

VACANCY NOTICE - CONTRACT STAFF 3(a)

Reference number: RCT-2025-00077

ETIAS Operators - ETIAS Central Unit

Post (business title):	ETIAS Operators <i>(a reserve list to be created for approximately 60 posts to be filled)</i>
Sector/Unit/Division:	ETIAS Central Unit Division
Function group / Grade / Post title:	Contract Staff, FGIV, grades 13, 14 and 16 (based on the length of professional experience)
Job overview	The role of an ETIAS Operator entails providing support and guidance to travellers and other stakeholders, facilitating information sharing and coordination, and reviewing, processing, and verifying requests from travellers and carriers to ensure effective and efficient operations. The role involves also maintaining accurate records and ensuring data quality, as well as identifying areas for improvement to optimise processes. Additionally, it requires ensuring data protection, handling requests for personal information, and resolving issues in a timely manner.
Location:	Warsaw, Poland
Starting date:	Third quarter 2026 (desired)
Level of Security Clearance:	Confidential UE/EU Confidential
Closing date for applications	(MIDDAY) 30 October 2025 at 12:00 h¹, Warsaw local time

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¹ Date of publication: 30 September 2025.

While Frontex selects its new staff based on their merits and without distinction as to race, political, philosophical or religious beliefs, sex or sexual orientation and without reference to their marital status or family situation, Frontex is a very inclusive workplace that strives to improve the gender and geographical balance among its staff to the widest possible extent, as well striving to foster diversity, amongst others, in terms of race, ethnic or social origin, genetic features, language, disability, age, etc. Therefore, female candidates as well as candidates with any diverse background that are fulfilling the selection criteria are strongly encouraged to apply. Frontex is looking for talented women and men to establish a reserve list of experienced professionals with high level of personal integrity, responsibility, confidentiality, adhering to EU values, the principles of equal opportunities and equal treatment as well as fundamental rights.

BACKGROUND

The European Border and Coast Guard Agency (Frontex) has been established under the European Border and Coast Guard Regulation². The agency was created on the foundations of the European Agency for the Management of Operational Cooperation at the External Borders of the Member States of the European Union (established under Council Regulation (EC) No 2007/2004), which has been coordinating operational activities at the EU external border since 2005.

Frontex is located in Warsaw, Poland, and is in the process of significantly increasing the size of its staff to meet its expanding tasks.

The new European Border and Coast Guard Regulation provides for the establishment of a European Border and Coast Guard Standing Corps, which will consist of up to 10,000 operational staff by 2027, and will be deployed along the external land, sea and air borders of the European Union and the Schengen Area.

With the establishment of the Standing Corps - the first European law enforcement uniformed corps - Frontex offers a unique, pioneering opportunity to form part of the EU's operational arm for European integrated border management. The establishment and operations of the Standing Corps gives rise to various novel legal challenges and risks. The selected candidate will have a chance to significantly contribute to the application of the EU law in this area by developing creative legal solutions in cooperation with internal and external partners.

The Agency's key tasks include:

- Operational and technical assistance to the EU member states at their external borders by coordinating joint border control operations including deployment of vessels, aircraft and other equipment and border and coast guards from EU countries;
- Coordination of border surveillance and law enforcement activities being part of maritime security in cooperation with national authorities and EU agencies such as Europol, EMSA and EFCA;
- Situation monitoring of EU's external borders and risk analysis of all aspects of border and coast guard management, including assessment of the EU Member States' border control authorities' ability to face migratory pressure and different challenges at their external borders;
- Assisting Member States in returning nationals of non-EU countries who do not have the right to remain on the territory of the EU;
- Development of training programmes for European border and coast guards;
- Monitoring new technological developments in the field of border control and acting as an interface between research institutions, industry and national border and coast guard authorities;
- Cooperation with EU and international organisations in the area of border and coast guard management, security, and prevention of cross-border crime (including terrorism);

² Regulation (EU) 2019/1896 of 13 November 2019 on the European Border and Coast Guard (OJ L 295, 14.11.2019, p.1).

- Assist non-EU countries in the context of technical and operational cooperation on border management including return of non-EU nationals, in the framework of the EU external relations policy.

In all its activities, Frontex enforces actions which are respecting fundamental rights as an overarching component of the European Integrated Border Management. Frontex and its staff are committed to the values of Professionalism, Respect, Cooperation, Accountability and Care.

For more information, please refer to our website under this [link](#).

ETIAS CENTRAL UNIT DIVISION

BACKGROUND

Around 1.4 billion people from 60 countries worldwide can currently benefit from visa-free travel to the European Union. With the ever-increasing number of travellers, the biggest challenge for border authorities in the EU is to ensure smooth movement of legitimate travellers, while detecting any illegal activity at the borders.

This is why the EU set up the European Travel Information and Authorisation System (ETIAS), dedicated to the non-EU travellers who are exempt from the visa requirement. ETIAS will help verify the applications of the travellers coming from those countries to assess whether they are entitled to enter the Schengen Area.

ETIAS will contribute to optimise border control procedures on arrival, shortening the time needed to cross the Union's borders. It will strengthen border management, reinforce the EU visa liberalisation policy and help prevent illegal immigration. It will also contribute to the fight against terrorism and organised crime. Currently, ETIAS is in the development phase and is expected to become operational by end of 2026. The upcoming year will be crucial for the implementation of this system.

ETIAS CENTRAL UNIT DIVISION

Regulation (EU) 2018/1240 establishes the European Travel Information and Authorisation System (ETIAS), which will be used by millions of nationals from around 60 visa-free non-EU countries in order to get an authorisation to travel to the European Union (EU) starting in 2026.

The ETIAS Central Unit, a division within Frontex comprised by two units –the Applications Handlers Unit and the Assistance Centre Unit– and two offices –the Data Management Office and the Business Management Office – plays an important role in ensuring the internal security of the EU by working in close cooperation with the ETIAS National Units of those EU Member States, which apply the Schengen acquis, with the European Commission, eu-LISA and Europol.

The ETIAS Central Unit is based in Warsaw, Poland, and will be operational 24 hours a day, seven days a week.

While it is expected that over 95% of authorisations will be granted automatically to the applicants within a few minutes, should the automated process generate a 'hit', the Central Unit will verify the application for a travel authorisation, remove any ambiguity about the match of an applicant with the reported hits and where necessary, trigger the manual processing by the relevant ETIAS National Unit.

Additionally, the interoperability (IO) legislative package was adopted in May 2019 and establishes a framework for interoperability between EU information systems in the fields of borders and visas, police and judicial cooperation, asylum and migration. The Central Unit plays an important role in this endeavour, namely concerning the processing of the legacy data of persons that was stored separately in the different EU information systems.

Applications Processing Unit

The Application Processing Unit (APP) is responsible for the processing of applications of third-country nationals who are required to possess an ETIAS travel authorisation when crossing the external borders of the European Union and for re-categorising the yellow links in the multiple-identity detector (MID). It will operate 24/7.

MID Team

The MID (Multiple Identity Detector) team within the unit will process the data of individuals who are potentially simultaneously recorded in 2 of the following systems: the Entry and Exit System (EES), Schengen Information System (SYS), Visa Information System (VIS) and EURODAC system. They will do this by using biometric and biographic data to support national authorities uncover potential identity fraud and identity duplications among others.

Main tasks:

- (a) Performing the verification of ETIAS applications which generated hits during their processing in the ETIAS Central System.
- (b) Reporting data inaccuracy for data management processing.
- (c) Launching the consultation with Member States and/or Europol, where appropriate.
- (d) Managing Europol's access requests and transmitting to the latter the requested data. (e) Managing the specifics of the ETIAS Central System's configuration.
- (e) Verifying the different identities in the multiple-identity detector (MID) during a limited period of time (this task is currently limited to a period lasting from 12 up to 30 months).

Assistance Centre Unit

The Assistance Centre Unit (ACU) is responsible for providing assistance to travellers, carriers and border authorities. It will operate 24/7.

Main tasks:

- (a) Providing support to carriers.
- (b) Forwarding the technical support requests to eu-LISA for further handling.
- (c) Supporting the compliance verification of the carriers.
- (d) Notifying relevant parties where a failure of any part of the ETIAS Information System is detected.
- (e) Managing traveller requests on the application procedure for ETIAS (with or without limited territorial validity) and when using the Travel to Europe app
- (f) Receiving and analysing reports of abuse.

DUTIES AND RESPONSIBILITIES LINKED TO THE POST

Working in 24/7 shift work modus, an ETIAS operator will work with various ICT systems to process requests from stakeholders that can be travelers, carriers, other EU Agencies and/or Member States authorities. Timely processing of requests in line with data protection rules and respecting fundamental rights is key to this role.

ETIAS operators will work in one of the three areas described below at any given time. It will be possible to change from one to another area if workload and needs of the service require or allow for it.

Area of Application Processing:

- following a positive reply resulting from the automatic query of the databases consulted by ETIAS, to process the requests submitted for verification by the ETIAS Central System to the ETIAS Central Unit. Once the verification is completed, to record the relevant result;
- to process Europol requests for access to ETIAS data for law enforcement purposes;
- to initiate and facilitate the consultation process between Europol and the National Units, where applicable;
- to perform data quality verifications and corrections, where applicable;
- to contribute to the improvement of the process, by reporting any difficulties and issues, as well as suggesting improvements of the system and the SOPs;
- to assist with the integration of new staff members, by coaching and advising.

Area of the Multiple Identity Detection (this task is currently limited to a period lasting from 12 up to 30 months):

- to contribute to the manual comparison of biographic data stored in the EU's large-scale IT-systems in the area of freedom, security and justice;
- to contribute to the manual comparison of biometric data (including fingerprints) stored in the EU's large-scale IT-systems in the area of freedom, security and justice;
- to report and producing statistics;
- to support and contributing to the development and continuous improvement of the internal processes and procedures.

Area of carriers and travelers' support:

- to process the carriers' requests for support on operational issues that might emerge in relation to consultation of the EES and ETIAS systems, to assess them, to take the appropriate action and to update the information in the ticketing system;
- to dispatch notifications to the relevant external stakeholders (National Units, eu-LISA, carriers, etc.) on issues affecting the good functioning of the ETIAS Central System, the Member States systems and the carrier systems in case of general technical problems;
- to contribute to the integration of new staff members, by coaching and advising
- to support the travellers facing difficulties while filling in their applications or registering via the Travel to Europe APP asking for support;
to transfer the requests made by the data subjects for access to personal information stored in the ETIAS Central System to the responsible entity.

ELIGIBILITY CRITERIA

In order to be declared eligible, the applicant must:

General/common criteria³

1. Be a citizen of one of the Member States of the European Union or the Schengen Associated Countries and enjoy full rights as its citizen.
2. Have fulfilled any obligations imposed on him/her by the laws of the country of citizenship concerning military service.
3. Produce the appropriate character references as to his/her suitability for the performance of his/her duties⁴.
4. Be physically fit to perform his/her duties.
5. Produce evidence of thorough knowledge of one of the languages of the European Union and of satisfactory knowledge of another language of the European Union to the extent necessary for the performance of the duties (Common European Framework of Reference for Languages: B2 level).

Minimum qualifications (university diploma):

1. Possess a level of education which corresponds to **completed university studies** attested by a diploma when the normal period of university education is **three years⁵ or more**

³ Mandatory criteria for the engagement of contract staff as laid down in Article 82(3) of the CEOS.

⁴ Prior to engagement, the selected applicant will be required to provide appropriate character references as to his/her suitability for the performance of duties (such as a criminal record certificate or equivalent certificate, not older than six months) as well as a compulsory declaration before engagement in Frontex and a declaration in relation to interests that might be considered prejudicial to his/her independence.

⁵ Diploma recognized by any EU Member State to be at EQF level 6 or higher; only qualifications that have been awarded in EU Member States or that are subject to the equivalence certificates issued by the authorities in EU Member States will be taken into consideration.

Only qualifications that have been awarded in EU Member States or that are subject to the equivalence certificates issued by the authorities in EU Member States shall be taken into consideration.

ANY GIVEN PERIOD OF STUDIES OR PROFESSIONAL EXPERIENCE MAY BE COUNTED ONLY ONCE. In order to be calculated as eligible, years of studies or professional experience to be taken into account shall not overlap with other periods of studies or professional experience (e.g. if the applicant had a full-time job and did freelance consultancy work in the evenings and weekends, the days spent on the latter will not be added to the period). In case of part-time work, the professional experience will be calculated pro-rata in line with the workload stated by the applicant. Compulsory military service or equivalent civilian service accomplished before or after achieving the minimum qualification shall be taken into consideration as professional experience subject to provided evidence.

SELECTION CRITERIA

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

Professional qualifications, competences and experience:

1. At least two years of professional experience in the use of IT systems, dealing with case and incident and/or problem management;
2. At least two years of professional experience in data entry or in preparing files for decision-making based on comparison, verification and assessment of data from different sources;
3. Readiness to work in shifts covering 24/7;
4. Proficiency in English at least at the level of B2 (according to the Common European Framework of Reference for Languages);
5. Experience of working in a multicultural environment, preferably in an EU Institution;
6. Proficiency in MS applications such as Word, Outlook, Excel and Power Point, etc.

Besides, the following attributes would be considered advantageous:

7. Knowledge of an additional language next to the mother tongue and to English language(s);
8. Experience working in shifts 24/7;
9. At least one year of professional experience
 - either in the travel industry,
 - or in the area of verification of documents and /or travel conditions;
 - or in performing checks at the first and second line of border controls;
 - or in a Call or Service Centre.
10. At least one year of professional experience in processing biometric data (fingerprints/facial images or others).

Personal qualities and competences

11. Punctuality and high level of accuracy and attention to detail;
12. Good communication skills, team-work approach and flexible service-oriented attitude;
13. Good problem-solving and conflict-resolution skills with a strong sense of initiative and responsibility;
14. Ability to respect the confidentiality of work matters and to quickly grasp sensitive issues and to inform line managers accordingly;
15. Good organisational skills.

EQUAL OPPORTUNITIES, DIVERSITY & INCLUSION

Frontex applies an equal opportunities policy and, subject to the limitations imposed by law, accepts applications without distinction on grounds of age, race, colour, ethnic or social origin, genetic features, language, political, philosophical, religious or any other conviction, sex or sexual orientation and regardless of disabilities, marital status or family situation.

Frontex encourages and invites to apply professionals of different backgrounds and origins who want to play an active role in a dynamic team in a multicultural organisation that is contributing to increased European safety.

SELECTION PROCEDURE

The selection procedure includes the following steps:

- After registration, each application is checked in order to verify whether it meets the **eligibility criteria**;
- Eligible candidates may be invited for online eliminatory **tests** assessing the selection criteria as mentioned in section 5 prior to assessment of applications;
- The successful applications are evaluated by an appointed Selection Committee based on a combination of certain selection criteria defined in the vacancy notice (some criteria will be assessed/scored only for shortlisted applicants during interviews and/or tests;

Certain selection criteria may be assessed/scored jointly, and some criteria may be assessed/scored in two or more steps of the selection procedure; advantageous criteria will only be assessed at the last stages of the procedure. Order of tests or assessments may be subject to changes aiming at ensuring efficient processing of high number of applications;

- The best-qualified candidates who obtain the highest number of points within the application evaluation and who are matching best the evaluated selection criteria will be shortlisted and invited for competency tests and an interview. The names of the members of the Selection Committee will be disclosed to the applicants invited for the interview. Only shortlisted candidates will be contacted;
- The tests and interview will be online and conducted in English;
- During the tests and interviews, the Selection Committee will examine the profiles of shortlisted applicants and assess their relevance for the post in question. Certain selection criteria may be assessed/scored jointly, and some criteria may be assessed/scored in two or more steps of the selection procedure. At least one part of the qualifying written test will be assessed based on anonymised answers;
- Shortlisted candidates will be invited to a non-binding technical test in order to assess specific competences relevant for the ETIAS Central Unit Division. The results of the test will not be taken into consideration for placement on the reserve list and will not be eliminatory. It will be used for the temporary assignment to a specific profile;
- As a result of the interview and tests, the Selection Committee will recommend the most suitable applicant(s) for the post in question to the Appointing Authority of Frontex. An additional interview with the Appointing Authority and/or another relevant manager may be arranged before the Appointing Authority takes the final decision;
- Suitable applicants will be proposed for a reserve list, which may also be used to fill similar vacant posts depending on the needs of Frontex. This reserve list will be valid for at least 1 year (the validity period may be extended). Applicants should note that the placement on the reserve list does not guarantee an employment offer.
- Only the best suited candidates that have successfully passed all tests and interview at the moment of taking an appointment decision will be considered for possible engagement considering also interest of service for gender and geographical balance.

Each interviewed applicant will be notified in writing on outcome of his/her application. We expect all applicants to adhere to the principles of Professionalism, Respect, Cooperation, Accountability and Care when communicating with us.

The work and deliberations of the Selection Committee are strictly confidential and any contact of an applicant with its members in view of this procedure is strictly forbidden.

Applicants may be requested to present, at any stage of the selection, documents which will support the information contained in their application form such as originals of their diploma(s), evidence of professional experience clearly indicating the starting, finishing dates and scope of work and workload. Failure to provide such evidence may lead to disqualification of the applicant.

APPOINTMENT AND CONDITIONS OF EMPLOYMENT

The most successful applicant (considering the interests of Frontex) will be selected and appointed by the Appointing Authority of Frontex.

In order to be engaged, the appointed applicant shall:

- Be available for the job at short notice;
- Produce documents which support the information contained in his/her application;
- Produce appropriate character references (such as a criminal record certificate or equivalent certificate, not older than six months) and specific declarations prior to his/her engagement to finally assess his/her up-to-date suitability (or limitations) for the performance of duties;
- Be physically fit to perform his/her duties⁶.

The appointed external applicant will be engaged as contractual staff pursuant to Article 3(a) of the CEOS in function group IV and grade 13, 14 or 16 depending on the total years of professional experience after the minimum eligibility criteria are met. A contract of employment will be offered for a period of five years, with a probationary period of nine months. The contract may be renewed.

The staff member's remuneration consists of a basic salary and allowances. The staff member may be entitled to various allowances, in particular to an expatriation (16 % of basic gross salary) or to a foreign residence allowance (4 % of basic gross salary) - depending on particular situation, and to family allowances (depending on personal situation) such as household allowance, dependent child allowance, pre-school allowance, education allowance.

The final net calculation (amount payable) is as follows:

Function group, grade and step	FGIV Grade 13	FGIV Grade 14	FGIV Grade 16
1. Basic net/payable salary (<i>after all deductions, contributions and taxes are applied</i>)	2,872 EUR 12,405 PLN	3,049 EUR 13,170	3,812 EUR 16,463 PLN
2. Other possible monthly entitlements/allowances, depending on the personal situation of the candidate (<i>expressed as gross amount weighted by 78.80% correction coefficient applicable for Poland</i>):			
b. Household allowance	253 EUR 1,091 PLN	262 EUR 1,130 PLN	283 EUR 1,223 PLN
c. Expatriation allowance	547 - 779 EUR 2,362 - 3,363 PLN	616 - 852 EUR 2,661-3,678 PLN	789 - 1,028 EUR 3,407 - 4,439 PLN
d. Dependent child allowances for each child	403 EUR 1 742 PLN	403 EUR 1 742 PLN	403 EUR 1 742 PLN

⁶ Before the engagement, the successful applicant shall be medically examined by the EU medical service to fulfil the requirement of Article 13 of CEOS.

e. Preschool allowance	99 EUR 425 PLN	99 EUR 425 PLN	99 EUR 425 PLN
f. Education allowance for each child up to	547 EUR 2 363 PLN	547 EUR 2 363 PLN	547 EUR 2 363 PLN

The remuneration is expressed in EUR, after the compulsory deductions set out in the Staff Regulations of Officials (the “Staff Regulations”)⁷ or in any implementing regulations is weighted by the correction coefficient for Poland (currently 78.80). It can be paid either in EUR or in PLN according to a fixed exchange rate (currently 4.3190 PLN/EUR).

The remuneration of the staff members, the correction coefficient and the exchange rate are updated annually before the end of each year, with retroactive effect from 1 July, in accordance with Annex XI of the Staff Regulations.

Staff pays an EU tax at source and deductions are also made for medical insurance, pension and unemployment insurance. Salaries are exempt from national taxes. The rate of the solidarity levy is 6 %. Our package of benefits also includes sickness and medical insurance, a competitive EU pension scheme, reimbursement for sports and fitness club memberships, language classes and assistance from the expatriate services team. Find out more about benefits at Frontex by following this [link](#).

Staff is entitled to an annual leave of two working days per each complete calendar month of service and to additional days of leave depending on the grade and age. Moreover, two and a half leave days are granted every year to the staff members entitled to the expatriation or foreign residence allowance for the purpose of visiting their home country. In addition, there are on average 18 public holidays per year. Special leave is granted for certain circumstances such as marriage, birth or adoption of a child.

An [accredited European School](#)⁸ operates in Warsaw to allow dependent children of all Frontex statutory staff (including Polish nationals) to attend a (tuition-free) European-type multilingual education. The school offers the complete education cycle (from Nursery to Secondary level finishing with the European Baccalaureate exam). Frontex staff children enjoy priority admission to this school, however it may happen that the required class/level is full at the moment of admission and the school cannot enroll the child. In such a case, education allowance may be granted up to a single ceiling provided that an enrolment took place at another fee-paying school. The admission process is exclusively being handled by the school and it’s subject to school’s internal policies⁹; therefore, it is strongly advisable that parents interested get promptly in contact directly with the school to receive thorough information¹⁰.

Moreover, the Headquarters Agreement signed between the Agency and the Polish authorities¹¹ in 2017, the Polish authorities may provide benefits to Frontex expatriate staff¹², which are available after starting the employment at Frontex, and after certain eligibility criteria are met:

- (a) reimbursement of VAT on purchases of household goods and furniture to assist a newcomer to settle in Warsaw;
- (b) reimbursement of VAT and excise tax (if applicable) on a purchase of motor-vehicle.

Frontex requires selected applicants to undergo a vetting procedure executed by the National Security Authority of the applicants’ state of citizenship in order to obtain a personnel security clearance. The level of the latter depends on the specific post/position. For this post, the **required level of clearance is specified on the title page of the Vacancy Notice**. Applicants who currently hold a valid personnel security clearance at the above-mentioned level (or higher) may not need

⁷ Regulation No 31 (EEC), 11 (EAEC), laying down the Staff Regulations of Officials and the Conditions of Employment of Other Servants of the European Economic Community and the European Atomic Energy Community (OJ P 45, 14.6.1962, p. 1385), as last amended.

⁸ More details on the European Schools system available here: [About the Accredited European Schools](#) (eursc.eu).

⁹ E.g. the school may require the pupil concerned to set language competency exams, etc.

¹⁰ You may find contact details by accessing: [International European School*Warsaw](#)

¹¹ Headquarters Agreement between the Republic of Poland and the European Border and Coast Guard Agency (Frontex) (Polish Official Journal of 2017, item 1939).

¹² Polish citizens and permanent residence holders are excluded.

to obtain a new one, pending confirmation from their respective National Security Authority. The National Security Authority of the applicant shall provide Frontex, with an opinion or a personnel security clearance in accordance with relevant national legislation. In case selected applicants do not currently hold a valid security clearance at the above-mentioned level, Frontex will request such from the National Security Authority of the applicants' state of citizenship. In case of a failure to obtain the required personnel security clearance or if the National Security Agency issues a negative opinion at the above-mentioned level after the signature of the contract of employment Frontex has the right to terminate the contract of employment.

PROTECTION OF PERSONAL DATA

Frontex ensures that applicants' personal data are processed in accordance with Regulation (EU) 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.

Please note that Frontex will not return applications to applicants. This is due, in particular, to the confidentiality and security of such data.

The legal basis for the selection procedures of contract staff is defined in the CEOS¹³, in the Management Board Decision No 39/2021¹⁴ and in the Decision of the Executive Director No R-ED-2024-106¹⁵.

The purpose of processing personal data is to enable to properly carry out selection procedures.

The selection procedure is conducted under the responsibility of the Human Resources Unit within the Human Resources and Corporate Services Division of Frontex. The controller for personal data protection purposes is Frontex, the responsible Unit being the Human Resources Unit. The information provided by applicants will be accessible to a strictly limited number of staff within the Human Resources Unit and IT experts, to the members of the Selection Committee and to Frontex management. If necessary, it will be provided to the staff of the Legal Services and Procurement Unit, of the Inspection and Control Office, external parties directly involved in the selection process. For the purposes of safeguarding the financial interests of the Union, your personal data may be processed by the Frontex Internal Audit Capability, the Internal Audit Service of the European Commission, the European Court of Auditors, the Financial Irregularities Panel and/or the European Anti-Fraud Office (OLAF).

There will be no automated decision making or profiling based on the applicants' data.

No data will be transferred to a third country or an international organisation.

Processing begins on the date of receipt of the application. Data storage policy is as follows:

- For applications received from non-selected applicants: the data are filed and stored in archives for **5 years** and after this time the data are destroyed;
- For applicants placed on a reserve list but not recruited: the data are kept for the period of validity of **the reserve list** and after this time the data are destroyed;
- For recruited applicants: the data are kept for a period of **10 years** after the termination of employment **and** after this time the data are destroyed.

Applicants have the right to request access to and rectification or restriction of processing of their personal data or, where applicable, the right to object to that processing or the right to data portability. In case of identification data, applicants can rectify those data at any time during the procedure. In the case of data related to the eligibility or selection criteria, the right of rectification can only be exercised by submitting/uploading a new application and it cannot be exercised after the closing date for submission of applications. Withdrawal of the consent to such data processing operations will result in the exclusion of the applicant from the recruitment and from the selection procedure.

¹³ In particular the provisions governing conditions of engagement in Title II, Chapter 3.

¹⁴ Management Board Decision No 39/2021 of 08 July 2021 on the general provisions for implementing Article 79(2) of the Conditions of Employment of Other Servants of the European Union, governing the conditions of employment of contract staff employed under the terms of Article 3a thereof.

¹⁵ Decision of the Executive Director No R-ED-2024-106 on recruitment and selection of temporary staff under Article 2(f) and contract staff under Article 3a of the Conditions of Employment of Other Servants of the European Union.

Should an applicant have any query concerning the processing of his/her personal data and has substantiated request, he/she shall address them to the Human Resources Unit at jobs@frontex.europa.eu or Frontex Data Protection Officer at dataprotectionoffice@frontex.europa.eu.

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

REVIEW AND COMPLAINT PROCEDURE

- Each applicant may request feedback on assessment of his or her application as established by the Selection Committee.
- If deemed appropriate, he/she may ask for a formal review/reassessment of the original assessment.
- After Frontex takes a decision on applicant's application, he/she may lodge a complaint.

Details of these procedures are provided [here](#).

APPLICATION PROCEDURE

Note: It is required to upload the digital application form saved in its original electronic dynamic PDF format (not scanned). Do not use any e-mail communication to submit your application (for exceptional circumstances see point 6 below) - such an application will be automatically disregarded and will not be recorded and further processed.

Frontex Application Form is to be downloaded (as a dynamic PDF form) from Frontex website under the link provided next to the Reference Number of the post/position. This digital application form is specifically created only for this selection procedure (and shall not be reused for another procedure).

The Frontex Application Form must:

- Be opened in a PDF reader in a MS Windows equipped computer - the recommended version of the PDF reader is Adobe Acrobat Reader DC (version 2023.008.20555. You may download a free version here: <https://get.adobe.com/uk/reader/>).
- Not be manipulated or altered. The form is digitally signed and protected against any manipulation or changes. Therefore, applicants shall not try to manipulate and/or alter it - in such a case the digital signature will disappear, and the application form will become invalid for subsequent processing resulting in an automatic rejection of such submission.
- Be completed in English. Fields, where you may enter your input, are highlighted in light blue colour. Fields marked with an asterisk (*) indicate a required input. You should be concise, the space for your input is limited by the size of the text boxes.
- Be saved and named as follows: 'SURNAME_RCT-2025-00077'.
- **Be submitted to Frontex - after saving - by uploading it to this URL link:**
<https://microsite.frontex.europa.eu/en/recruitments/RCT-2025-00077>
- In case you have technical issues with filling/saving/uploading your electronic application form, you may write to us (in advance of the closing date for submission of applications) at jobs@frontex.europa.eu.

In case you submit more than one application for this procedure, Frontex will only assess the latest one and will automatically disregard all your previous applications.

If at any stage of the selection procedure it is established that any of the requested information provided by an applicant is false or misleading, the applicant in question will be disqualified.

Do not attach any supporting or supplementary documentation with your application until you have been asked to do so by Frontex.

Incomplete applications, applications uploaded after the deadline, sent by e-mail without prior consent of Frontex HR or applications using inappropriate, or altered/manipulated application forms will be automatically disregarded by the system and will **not** be processed further.

Due to the large volume of applications, Frontex regrets that only applicants invited for the test and interview will be notified about the outcomes. The status of the selection procedure is to be found on Frontex website.

Due to high volume of selection procedures handled by Frontex, the period between the closing date for the submission of applications and the final shortlisting of applicants for an interview may take more than two months.

The closing date (and time) for the submission of applications is provided on the title page of the Vacancy Notice.

Please keep a copy of the automatically generated submission code that proves that you have submitted/uploaded your application to Frontex.

Applicants are strongly recommended not to wait until the last day to submit their applications.

Frontex cannot be held responsible for any last-minute malfunction due to an overload of the system or for other technical issues applicants may eventually encounter in the very last moment before the deadline.