

CALL FOR EXPRESSIONS OF INTEREST FOR CONTRACT STAFF

**Function Group III: Administrative assistant
Function group IV: Adviser/Specialist**

FOR CONTRACTS IN OHIM, ALICANTE, SPAIN

OHIM/CAST/10/2014

I. INTRODUCTION

The Office for Harmonization in the Internal Market (OHIM) is launching a selection procedure to set up a database of candidates from which to recruit contract agents. The selection procedure will be organised with technical support from the European Personnel Selection Office (EPSO).

The database will be used exclusively by OHIM to fill posts based in Alicante, Spain.

Candidates offered a post will be recruited in accordance with the procedure set out in section VI of this call for expressions of interest.

The terms of employment of these staff members will be those laid down in the Conditions of Employment of Other Servants of the European Union (CEOS)¹, for contract staff under Article 3a thereof.

Selection procedures for contract staff usually attract a large number of highly qualified candidates, many of whom then pass the selection procedure in question. Candidates should therefore be aware that the number of names in the database may significantly exceed the number of persons the agency needs to recruit.

Candidates may apply for one function group and one profile only.

Candidates who make more than one application will be disqualified.

Posts will cover the required needs of the Office over the period 2014-2018. Contracts will be concluded for an initial period of up to five years and may be renewed not more than once for a further fixed period of not more than five years.

II. NATURE OF DUTIES²

FG III – Administrative Assistant

¹ See Council Regulation (EEC, Euratom, ECSC) No 259/68 (OJ L 56, 4.3.1968, p. 1), as amended by Council Regulation (EC, Euratom) No 723/2004 (OJ L 124, 27.4.2004, p. 1) and as last amended by Regulation (EU, Euratom) No 1023/2013 of the European Parliament and of the Council of 22 October 2013 amending the Staff Regulations of Officials and the Conditions of Employment of Other Servants of the European Union (OJ L 287, 29.10.2013, p. 15).

² This is a simplified version of the generic profiles that will be used when establishing contracts. It is mentioned for information purposes and has no legal value.

Under the supervision of an official or a member of the temporary staff, the contract staff member will take on technical tasks including drafting, compiling, treating and verifying data, handling files, preparing meetings/events in support areas of the Office.

Profiles sought:

a) Human resources administration

Delivery of HR services related to

- Entitlements
- Recruitment
- Missions
- Performance management and development of staff
- Preparation of salaries/allowances
- Well-being, social activities

By way of example, the duties may include: Assisting with the organisation of selection procedures/interviews; Dealing with administrative matters relating to fixation of individual rights, working conditions, well-being and internal mobility; Providing assistance with the management of HR policies (preparation of briefings, implementation of HR processes/services, drafting contracts); Preparation of HR statistics (for instance workforce composition);

Experience in Human Resources is obligatory. These duties require the ability to provide administrative and technical support in addition to a very good knowledge of office software.

b) Finance

Delivery/verification of financial services related to

- Accounts
- Treasury
- Procurement
- Vendor management

By way of example, the duties may include: Carrying out financial operations (processing and validating payments and reimbursements, preparation of commitments, purchase orders, financial planning and reporting); Handling financial accounts (supplier payments, bank transfers and annual accounts); Carrying out budgetary operations (verification of transactions/transfers); Preparation and follow-up of calls for tender and calls for expression of interest (Draft contracts); Carrying out administrative tasks related to assets (reception of goods, warehouse stock management).

Experience in Finance is obligatory. These duties require the ability to provide administrative and technical support in addition to a very good knowledge of office software.

c) Information Technology designer

- Software development
- Business analysis
- Quality control (testing)
- Hardware management

By way of example, the duties may include: Production of business analysis documentation and deliverables (project briefs, high level requirements, SRS, Test Scenarios, etc.); Provision of technical expertise to address systems maintenance and upgrade; Provision of technical expertise for development or configuration of software and most common ERPs; Provision of technical expertise for hardware management; Provision of technical expertise for IT architecture management.

Experience in the specified areas is necessary. These duties require also the ability to provide administrative and technical support in addition to a very good knowledge of office software.

d) Communication

Support the general corporate communications strategy in terms of content development and production.

By way of example, the duties may include: Organisation of corporate events/meetings; Handling relations with the press, communication agencies and clients; Provision of content development (substance and aspect) for online and printed communications materials; drafting (speeches, articles, newsletters, press releases), audio visual tasks, including video recording, audio recording, photography and webcasting. These duties require experience in communication activities, as well as drafting and advanced oral presentation skills.

e) Project implementation

Support of project/programme management, Junior project manager.

By way of example, the duties may include: Assistance in project management (production of project documentation such as planning or reports), assistance in quality and resources monitoring, risk management; Assistance with the definition and implementation of projects as well as coordination of stakeholders, participation in functional working groups.

These duties require good knowledge of project management standards and methodologies, the ability to provide administrative and technical support in addition to a very good knowledge of office software, in particular experience in using project management tools.

f) Linguistic (proof reading)

Correction of texts in terms of language and typography.

By way of example, the duties may include: Revision of texts and expressions in OHIM databases and online tools, mainly in ES, EN, FR, DE and IT language (grammar, punctuation and spelling).

These duties require a very high level of language working ability (C2) in at least one of the five working languages of the OHIM, and a high level of language working ability (C1) in another of the five working languages of the OHIM. The ability to provide administrative and technical support in addition to a very good knowledge of office software is necessary.

g) Executive/Technical assistance

Provide support in a broad range of tasks to all OHIM operations.

By way of example, the duties may include dealing with matters relating to: The management of payment, collection and refund of administrative fees; Management of users accounts; Organisation of meetings, events or travel; Management of activities related to the maintenance of the Register; Provision of first line information to users and management of complaints; Introduction of data in the relevant databases; Implementation of statistical and reporting tools; Participation in activities related to ISO certifications, in particular maintenance of quality tools, and updating of scorecard indicators and data.

Experience in a large variety of support areas is obligatory, particularly in technical tasks relating to trade mark and design registration, contact with users and quality matters. These duties require the ability to provide administrative and technical support in addition to a very good knowledge of office software.

FG IV – Adviser/Specialist

Under the supervision of an official or a member of the temporary staff, the contract staff member will take on advisory/specialist and technical tasks supporting conceptual and/or analytical and/or managerial functions in support areas of the Office.

Profiles sought:

a) Law

Provision of legal assistance and expertise in matters such as the Staff Regulations, public procurement, access to documents, data protection, institutional issues, etc.

By way of example, the duties may include: Providing legal advice on general EU law; Providing legal assistance in legal matters relating to staff of the EU including preparation of litigation before the Courts; Providing legal assistance in matters relating to procurement; Providing legal assistance in access to documents and data protection.

These duties require experience as a lawyer in the specified subject and a very good knowledge of the EU legal framework.

b) Programme/senior project management

Provision of the expertise, tools and methodologies to enable projects/programmes to be successful: deliver new products or services with the appropriate levels of quality, on time and within budget, in accordance with the project/programme plan. The area of intervention will be mainly, but not necessarily limited to, information technology and quality.

The duties are related to the management of all phases of the project cycle, including programming of new activities, identification and formulation of projects, management of their implementation, monitoring and evaluation.

By way of example, the duties may include: Defining and implementing projects or programmes, management of projects or programmes resources; Business analysis of requirements; Planning and execution according to rules and financial framework; Coordination of stakeholders; Quality, performance and risk management; Assess project effectiveness and recommend new initiatives.

These duties require leadership capability, experience of managing multiple parties as well as excellent communication and reporting skills. Project management certification would be desirable. Very good knowledge of office software including project management tools is necessary.

c) International Cooperation and External relations

Provide advice on development and implementation of assistance programmes or collaboration initiatives undertaken by OHIM in an international context.

By way of example, the duties may include: Cooperation activities inside and outside the EU; Advisory and/or liaison role in the context of institutional relations with entities such as the World Intellectual Property Organisation (WIPO) or the European Patent Office (EPO), or any national or regional intellectual property office; Building synergies and development of common tools between national authorities and OHIM.

These duties require the ability to work in an international/multicultural environment, rapid self-starting capability and experience in team working, as well as understanding the needs, objectives and constraints of those in other disciplines and functions. Given the diversity of possible interlocutors, the ability to speak, write and read fluently (level C1) in English is necessary.

d) Observatory / Academy

Provide advice and analysis, develop and deliver training, create, develop and monitor networks.

By way of example, the duties may include: Perform activities in an international/multicultural environment - collection, analysis, reporting and dissemination of data on broad geographical areas; Advise, train, give conferences, develop online learning tools on subjects (related to economy, EU law, etc.) applicable to intellectual property; Train the trainers in IP related subjects; Develop awareness campaigns; Draw up reports and publications; Advise on customer behaviours and related economic aspects; Creation, development and facilitation of stakeholder networks (users, experts, academics, universities, civil society, national authorities, etc.) and developing programmes for the provision of assistance to third countries.

These duties require the ability to work in an international/multicultural environment and experience in the creation and coordination of expert networks. For the Observatory, a very high knowledge in the subject matters applied to IP is necessary, in particular enforcement and IP infringements. For the Academy, experience in design of training, learning activities and train the trainer is a valuable asset.

e) Information technology expert

Analyse, develop and evaluate complex systems, provide the expertise for integration of specific software or ERPs in complex environments.

By way of example, the duties may include: Advising project and programme managers in relation to any aspects of project technology; Knowledge and implementation of “best practices” and innovation programmes in the area of business information technology; Provision of technical expertise to reduce complexity in IT infrastructure and better manage technologies; Design/implementation of activities to address systems upgrade including security issues; Provide IT solutions.

These duties require skills in IT engineering or equivalent.

f) Human resources expert

Provide advice and analysis in specific HR matters, draft policy documents and manage relationship with local stakeholders.

By way of example, the duties may include: Preparation of guidelines and tools on HR practice; Participation in selection processes; Relationship with local stakeholders (local authorities, schools, public transport, etc); Coordination of social activities.

These duties require experience in specialised HR matters (recruitment techniques, staff regulations, performance management, succession planning, organisational development, etc.). Profiles with very good knowledge of Spanish administration and Spanish local authorities are also relevant.

III. ELIGIBILITY REQUIREMENTS

The European institutions and Agencies apply an equal opportunities policy and accept applications without distinction on grounds of racial or ethnic origin, political, philosophical or religious belief, age or disability, sex or sexual orientation, marital status or family situation.

Recruitment as a member of the contract staff is possible only where the following conditions are met by the deadline for online applications. Candidates will be required to produce relevant supporting documents when/if invited to sit the reasoning ability tests, competency test and interview. If at any stage in the procedure it is established that the information provided is false, the candidate will be disqualified and his/her name removed from the database.

A. General conditions
(a) Candidates must be a citizen of one of the Member States of the European Union.
(b) Candidates must enjoy full rights as a citizen.
(c) Candidates must have fulfilled any obligations imposed on them by the laws on military service.
(d) Candidates must meet the character requirements for the duties involved.
(e) Candidates must be physically fit to perform the required duties.
B. Minimum specific conditions (by closing date for applications) - Education/experience
<p>FG III: Administrative assistant</p> <p>A level of post-secondary education attested by an officially-recognised diploma and appropriate professional experience of one year in relation to the duties relating to the FGIII profile for which the candidate applies as described in section II</p> <p>or</p> <p>A level of secondary education attested by a diploma giving access to post-secondary education, and appropriate professional experience of four years in relation to the duties relating to the FGIII profile for which the candidate applies as described in section II.</p>
<p>FG IV: Adviser/Specialist</p> <p>A level of education which corresponds to completed university studies of at least three years attested by an officially recognised diploma</p> <p>and</p> <p>at least three years of appropriate professional experience in relation to the duties relating to the FGIV profile for which the candidate applies as described in section II.</p>
On the closing date for applications, diplomas obtained outside the European Union must have been

approved by the competent national authority of a Member State.

C. Knowledge of languages

a) Language 1 (L1)
and

Main language: thorough knowledge (level C1)³ of one of the 24 official languages of the European Union⁴.

b) Language 2 (L2)

A satisfactory knowledge (level B2) of one of the five working languages of OHIM (Spanish, English, French, German or Italian); language 2 must be different from language 1 above.

In light of the judgment given by the Court of Justice of the European Union (Grand Chamber) in Case C-566/10 P, Italy v Commission, the EU institutions wish to state the reasons for limiting the choice of the second language in this selection procedure to a small number of official EU languages.

Candidates are therefore informed that the second language options in the selection procedure have been defined in line with the interests of the service, which require new recruits to be immediately operational and capable of communicating effectively in their daily work. Otherwise the efficient functioning of the institutions and/or agencies could be severely impaired.

Council Regulation (EC) No 40/94 of 20 December 1993 on the Community trade mark, as amended and codified by Council Regulation (EC) No 207/2009 of 26 February 2009 on the Community trade mark, established the Office for Harmonization in the Internal Market (Trade Marks and Designs), which is independent in relation to technical matters and has legal, administrative and financial autonomy.

Article 119(2) of that Regulation lays down the Office's specific language arrangements: the languages of the Office are Spanish, English, French, German and Italian.

Article 97 of Council Regulation (EC) No 6/2002 of 12 December 2001 on Community trade marks and designs also confirms the use of these languages as languages of proceedings before the Office.

Candidates are therefore informed that the second language options in this selection procedure have been defined in line with these Regulations and the resulting interests of the service.

To ensure equal treatment for all candidates, everyone must take some tests in their second language, chosen from among these five: ES/EN/FR/DE/IT.

Moreover, according to the needs of each specific recruitment, OHIM will evaluate candidates' ability to be immediately operational in the language environment that corresponds to the reality they would face on the job, always within the five working languages of the OHIM (ES/EN/FR/DE/IT).

Candidates will not be able to change their choice of languages once they have validated their online application form.

³ See the reference grid on the Europass website at the following address:

<http://europass.cedefop.europa.eu/en/resources/european-language-levels-cefr>.

⁴ The official languages of the European Union are: Bulgarian (BG), Croatian (HR), Czech (CS), Danish (DA), Dutch (NL), German (DE), Greek (EL), English (EN), Estonian (ET), Finnish (FI), French (FR), Irish (GA), Hungarian (HU), Italian (IT), Latvian (LV), Lithuanian (LT), Maltese (MT), Polish (PL), Portuguese (PT), Romanian (RO), Slovak (SK), Slovenian (SL), Spanish (ES), Swedish (SV).

IV. INDICATIVE TIMETABLE FOR THE SELECTION PROCEDURE

The approximate timetable for the procedure will be as follows:

	<u>Indicative date</u>
Registration in database via EPSO Account	
On-line application	7 July 2014 – 8 August 2014
Selection for potential recruitment phase	
Reasoning ability tests in an invigilated environment, competency test and interview	According to when vacant positions become available in OHIM

V. REGISTRATION IN THE DATABASE

Candidates will be invited to express their interest in one of the profiles and function groups described under section II. The registrations will only be possible via an EPSO Account and within the period indicated under section IV. All candidates who respond to the call will be registered in the database which will remain valid for 1 year with the possibility of prolongation.

VI. SELECTION FOR POTENTIAL RECRUITMENT

As vacancies arise, OHIM will search for candidates in the pool of registered candidates according to their CV and answers to the talent screener questions, completed during the application procedure, and may establish a short list of candidates per potential recruitment. OHIM will invite pre-selected candidates registered in the database, who best match the job requirements in question (the shortlist), to participate in reasoning ability tests, a competency test and a recruitment interview.⁵ The entries in talent screener tabs will not be used to rank or eliminate candidates but rather as complementary information to determine a match between the requirements of the post and qualifications and experience of candidates. On the basis of the outcome of the tests and interview, candidates may be offered a post. The contract will be drawn up in accordance with Article 3a⁶ of the CEOS.

N.B. If you are selected for potential recruitment you will be asked to provide the relevant supporting documents to bear out the declarations made in your online application form. If it is established that the information you have provided is false, you will be disqualified from the selection procedure (including having your name removed from the database).

1. REASONING ABILITY TESTS

The reasoning ability tests will consist of a series of sub-tests to measure the candidate's reasoning abilities, as set out in the table below. The reasoning ability tests will be computer-based. Candidates will take these tests in their second language.

⁵ Tests and interview will most probably be held on OHIM premises in Alicante. OHIM will make a partial contribution to candidates' travel expenses in line with the applicable reimbursement rules which you will find on this webpage http://europa.eu/epso/apply/on_going_compet/reimburse/index_en.htm

⁶ Under Article 3a of the Conditions of Employment of Other Servants of the European Union (CEOS) and under the conditions laid down by the CEOS and the **General Implementing Provisions of the institution, agency.**

Test Format		Time allowed for test	Language of test	Maximum number of points	Minimum score required	
					FG III	FG IV
Sub-test a)	Verbal reasoning skills (multiple choice test)	18 minutes	Candidate's second language (L2)	10	5/10	6/10
Sub-test b)	Numerical reasoning skills (multiple choice test)	10 minutes	Candidate's second language (L2)	5	The aggregated minimum score for test b and c is 8/15	The aggregated minimum score for test b and c is 9/15
Sub-test c)	Abstract reasoning Verbal reasoning skills (multiple choice test)	10 minutes	Candidate's second language (L2)	10		

The tests will most probably be held on OHIM premises in Alicante.

2. COMPETENCY TEST

Candidates will sit a competency test in order to assess their **knowledge in their chosen field**. Candidates must take this test in one of the five working languages of OHIM, defined by the Office, in line with the specific job profile required. The test may be computer-based or paper-based or a practical test.

Test Format	Time allowed for test	Language of test	Maximum number of points	Minimum score required
Test in the chosen field	45 minutes	ES or EN or FR or DE or IT	50	25

The competency test will most probably be held on OHIM premises in Alicante.

3. INTERVIEW

The interview will test the general abilities of the candidate as well as the competencies in the relevant field.

The interview will be conducted in one of the five working languages of OHIM. The interview will most probably be held in OHIM premises in Alicante.

Candidates who have reached the minimum pass mark in all tests and who have obtained the best overall results may be offered a contract.

VII. REVIEW/APPEAL PROCEDURES

1. APPEALS

If at any stage of this selection procedure you consider that a mistake has been made or that OHIM has acted unfairly or has failed to comply with the rules governing this selection procedure, and that your

interests have been prejudiced as a result, the following appeal procedures can be undertaken in the order mentioned in the table below:

Procedure	Contact point	Deadline
1. Request a review	by email to OHIM contractagentselection@oami.europa.eu	10 calendar days
2. Lodge an administrative complaint under Article 90(2) of the Staff Regulations of Officials of the European Union ⁷ .	Either by post to: OHIM Avenida de Europa, 4 E-03008 Alicante Spain Or by email to contractagentselection@oami.europa.eu	3 months
After completion of step 2 above (step 1 is optional) you can do the following:		
3. If your complaint is rejected explicitly or tacitly (after expiration of a period of 4 months from the date on which the complaint (step 2) was lodged), submit a judicial appeal under Article 270 of the Treaty on the Functioning of the European Union and Article 91 of the Staff Regulations ⁸	European Union Civil Service Tribunal Rue du Fort Niedergrünwald 2925 Luxembourg	3 months

All citizens of the European Union may lodge a complaint with the European Ombudsman:

European Ombudsman
1 avenue du Président Robert Schuman —
CS 30403
67001 Strasbourg Cedex
FRANCE⁹

2. REQUESTS FOR CORRECTIVE MEASURES

In case of technical issues preventing the candidate from registering, EPSO must be informed immediately on the same day via the online form on EPSO website.

As far as the content of the reasoning ability tests and/or competency test is concerned, the requests for corrective measures must be made as soon as possible, at latest within **10 calendar days of the date of your test** by email to contractagentselection@oami.europa.eu.

In the request the candidate must provide their candidate number, the information necessary to identify the nature of the alleged error and the reasons why they believe that a review is necessary.

Requests received after the deadline or which are not clear enough to identify the alleged error will not be taken into account.

⁷ Please state in the subject line of your letter: the reference number of the selection procedure, your candidate number and 'Complaint under Article 90(2)'.
⁸ For details on how to submit an appeal and how to determine the deadlines, please consult the website of the European Union Civil Service Tribunal at: http://curia.europa.eu/jcms/jcms/T5_5230.

⁹ Please note that complaints lodged with the Ombudsman have no suspensive effect on the period laid down in Articles 90(2) and 91 of the Staff Regulations for lodging complaints or for submitting appeals to the Civil Service Tribunal under Article 270 of the Treaty on the Functioning of the European Union. Please also note that, under Article 2(4) of the general conditions governing the performance of the Ombudsman's duties, any complaint lodged with the Ombudsman must have been preceded by the appropriate administrative approaches to the institutions and bodies concerned. For full details of the procedure, consult the website at: <http://www.ombudsman.europa.eu/media/en/default.htm>.

VIII. COMMUNICATION

For all phases of the procedure, communication will be by email to OHIM contractagentselection@oami.europa.eu. The five working languages of OHIM (Spanish, English, French, German and Italian) will be used for the invitations to the selection tests and interview and for any correspondence between candidates and OHIM.

During the selection phase for potential recruitment (section VI of this call for expression of interest), OHIM will contact candidates via the email declared in their EPSO account. It is up to candidates to consult their email inbox at regular intervals to check the information relevant to their application.

IX. GROUNDS FOR DISQUALIFICATION LINKED TO THE APPLICATION PROCESS

EPSO and OHIM take great care to see that the principle of equal treatment is observed. Consequently, if at any stage in the procedure EPSO or OHIM finds that you have created more than one EPSO account, made more than one application for this selection procedure or that you have made any false declarations, you will be disqualified.

Fraud or attempted fraud may render you liable to penalty. We would point out that anyone recruited by the institutions/agencies must show themselves to be of the highest possible integrity.

X. SPECIAL ARRANGEMENTS

(a) Condition existing at time of application

1.	If you have a disability or a condition that might pose difficulties for you when taking the tests or performing the interview, tick the corresponding box on the online application form and indicate what arrangements you consider necessary to make it easier for you to take the tests or perform the interview. You must also quote the number of this procedure and your application number.
2.	Send either a medical certificate or a certificate attesting your disability issued by a recognised body (whichever is appropriate) as soon as possible after validating your online application. These supporting documents will be examined so that special arrangements to suit each case can be made in order to satisfy (as far as possible) requests deemed to be reasonable. Requests and supporting documents should be sent either by e-mail to: contractagentselection@oami.europa.eu or by post to: OHIM Resources Department (Contract agent selection) Avenida de Europa, 4 E-03008 Alicante Spain

(b) Condition developing after application

1.	If a condition of the kind described above develops after the deadline for online applications, you must inform OHIM as soon as possible. Please state in writing what arrangements you consider necessary.
2.	Send the relevant documents either by e-mail to: contractagentselection@oami.europa.eu or by post to: OHIM

Resources Department (Contract agent selection) Avenida de Europa, 4 E-03008 Alicante Spain

XI. HOW TO APPLY AND DEADLINE FOR APPLYING

You must apply online, following the instructions on the EPSO website (http://europa.eu/epso/apply/jobs/index_en.htm), and particularly in the online application manual. You must fill in the application form in Spanish, English, French, German or Italian.

You may apply for one function group and one profile only.

The responsibility for completing your online application before the deadline is entirely yours. We would advise you not to wait until the last minute before applying, since exceptional web traffic or technical failure may mean that you have to start the whole online application process over again, which you will not be able to do once the deadline has passed.

Once you have validated your application, you will no longer be able to make any changes; the data entered are immediately processed by OHIM, in cooperation with EPSO, with a view to organising the selection procedure.

DEADLINE FOR APPLICATIONS (including validation):

08/08/2014 at 12.00 (midday), Brussels time.