

Selection Notice for the position of
Digital Communications Assistant
(Contract Staff, Function Group III)
in the Strategy Delivery and Communications Team
of the European Union Agency for the Cooperation of Energy Regulators (ACER)
REF.: ACER/2022/10

Publication

External

Title Function

Digital Communications Assistant

1. WE ARE

The European Union Agency for the Cooperation of Energy Regulators (hereinafter referred to as “ACER”) is a European Union (“EU”) body, legally established by Regulation (EU) No 2019/942¹ and operational since 2011. ACER is central to the integration and well-functioning of the EU's electricity and natural gas markets.

The purpose of ACER is to assist National Regulatory Authorities (“NRAs”) in exercising, at Union level, the regulatory tasks that they perform in the Member States and, where necessary, to coordinate their action, and to mediate and settle disagreements between them. ACER shall also contribute to the establishment of high-quality common regulatory and supervisory practices, thus contributing to the consistent, efficient and effective application of Union law in order to achieve the Union's climate and energy goals.

In this respect, ACER:

- a) Complements and coordinates the work of NRAs;
- b) Participates in the development of European network rules;
- c) Takes, under certain conditions, binding individual decisions on terms and conditions for access and operational security for cross-border infrastructure, on cross-border cost allocation for Projects of Common Interest and on terms and conditions or methodologies for the implementation of network codes;
- d) Gives advice on electricity and natural gas related issues to the European institutions;
- e) Monitors the internal markets in electricity and natural gas and reports on its findings; and

¹ Regulation (EU) No 2019/942 of the European Parliament and of the Council of 05 June 2019 (recast).

- f) Monitors trading in wholesale energy products to detect and deter market abuse and ensure the integrity and transparency of EU wholesale energy markets in accordance with REMIT i.e., Regulation (EU) No 1227/2011.

The main areas on which ACER's activities focus are:

- Supporting European market integration: this is mainly done through the development of common network and market rules, as well as through the coordination of regional initiatives which are concrete efforts from market participants to work towards greater integration;
- Advising the EU Institutions on trans-European energy infrastructure issues: ACER issues opinions on ten-year network development plans, to ensure that these are in line with priorities set at EU level, and on the draft lists of Projects of Common Interest; and
- Energy market monitoring: ACER has a general mission in terms of market monitoring at the EU level and has, since the end of 2011, a very specific responsibility when it comes to the oversight of wholesale energy trading referred to as surveillance.

With the “Clean Energy for all Europeans” package legislation, additional tasks have been assigned to ACER, including, in particular:

- Approving the all TSOs' proposals for terms and conditions or methodologies to be developed under the Commission Guidelines;
- Approving or amending the new resource adequacy and risk preparedness methodologies to be developed by ENTSO-E; and
- Monitoring state interventions preventing prices from reflecting actual scarcity and the performance of Member States in electricity security of supply issues.

ACER currently employs more than 130 staff (statutory and non-statutory) and has an approved annual budget of € 24,891,343 in 2022. ACER's internal structure comprises five Departments: Electricity, Infrastructure Gas and Retail, Market Surveillance and Conduct, Market Information and Transparency, and Corporate Services. In addition, ACER comprises the Strategy Delivery and Communications Team (including the Brussels Liaison Office), the Legal Services Team, the Data Excellence cluster and the IT Strategy and Planning cluster (including the IT-Project Management Office).

Please find the ACER's organisational chart on the following link: https://extranet.acer.europa.eu/en/The_agency/Organisation/Documents/Organisational%20Chart%2001%20March%202022.pdf

ACER is located in Ljubljana (Slovenia).

2. WE PROPOSE

ACER offers a dynamic and motivating workplace, where diversity is celebrated and where people's commitment and achievements contribute to build an organisation that is better than the sum of its parts.

We invest heavily in the professional development of staff, support a 'low on hierarchy, high on impact' organisational culture, prioritise personal relations and support an active feedback culture, emphasising the positives whilst not shying away from addressing the negatives.

ACER is looking for Digital Communications Assistant in the Strategy Delivery and Communications-Brussels Liaison Office (SDC-BLO) unit (hereafter 'SDC') based in Ljubljana,

Slovenia.

The SDC unit of the Agency is responsible for coordinating strategy setting and delivery, and all internal and external communication activities of the Agency.

It provides strategic communication advice and supports the entire Agency in effectively communicating the activities of the Agency to a wide range of audiences. It plays an important public information role. The main channels for external communication include the Agency's website, social media platforms, publications, infoflash news alerts, audio-visual products, media articles and events. Besides strategic communications, SDC has a double function of serving as the Agency's liaison office in Brussels. The location of this Digital Communications Assistant post is exclusively in the Agency's headquarters in Ljubljana Slovenia.

SDC directly reports to the Director. SDC supports the Director in his outreach, running the meetings of the senior management team and the Board of Regulators as well as internal staff meetings and training sessions.

While each team member has distinct tasks, all team members support one another and the wider Agency. Personal accountability and independent handling of tasks is expected.

The job involves contributing to the development, implementation and monitoring of the Agency's communications strategy to measure success; supporting the Agency's social media presence including analysing and reporting on social media metrics; developing text and multimedia content; reviewing text and material produced by colleagues; website uploads and dissemination of communications; and providing graphic and print design expertise.

The job also includes contributing to the budget forecasting and monitoring budget execution and the timely procurement of communications equipment and services, in accordance with public procurement procedures.

The main day-to-day tasks are in two broad areas:

Digital Communications, Multi-media and Print Design:

- Support digital communications including website and social media.
- Create visual communication materials and multimedia content for internal and external communications (banners, video and podcasts).
- Contribute to data collection and reporting on Key Performance Indicators (KPIs).
- Provide graphic design support.
- Print design some key publications.
- Assist in the maintenance and management of the Agency's intranet and website including website updates.
- Draft content, review and edit communications texts written by others to improve readability, check facts to ensure accuracy (where needed) and disseminate.
- Filter and disseminate information to ACER staff in different formats (e.g. newsletters).
- Keep up-to-date on trends in social media.

Coordination and Meetings:

- Contribute to maintaining a centralised communications content planning calendar.
- Monitor and track budget lines and the execution of the team's procurement projects.
- Contribute to the public procurement of communication-related projects (calls for tender, implementation and supervision of contracts) and support the management of such contractors (including the financial and contract management aspects).
- Contribute to the workflow of projects involving third-party consultants.
- Collaborate with colleagues to ensure effective organisational support at all levels for effective communications.
- Assist in the planning and organisation of meetings and events and track follow up actions.
- Contribute, where necessary, to the other tasks of the team and/or the Agency.

All staff working at the Agency share the following core competencies: cooperating, delivering quality results, communicating, problem solving, being service oriented, self-development and knowledge sharing, valuing diversity and inclusion.

The following functional competencies are relevant for the position: knowledge and skill in regulations and procedures, managing projects and having technical expertise in the relevant field.

3. WE LOOK FOR

A) Eligibility criteria

Candidates will be considered eligible for the selection phase on the basis of the following formal criteria, which have to be fulfilled by the deadline for applications:

1. To have a level of post-secondary education attested by a diploma, or a level of education that corresponds to a secondary education attested by diploma giving access to post-secondary education, and appropriate professional experience of at least three (3) years;
(Only study titles that have been awarded in the EU Member States or that are subject to the equivalence certificates issued by the authorities in the said Member States shall be taken into consideration.)
2. To have a thorough knowledge of one of the official languages of the European Union² or Norway, Iceland and Liechtenstein and a satisfactory knowledge of a second of these languages (level B2 of CERF³) to the extent necessary to perform their duties;
3. Be nationals of a Member State of the European Union, Norway, Iceland or Liechtenstein;
4. To be entitled to their full rights as a citizen;
5. To have fulfilled any obligations imposed by the applicable laws concerning military service;
6. To be physically fit to perform the duties linked to the post⁴.

² The languages of the EU are Bulgarian, Croatian, Czech, Danish, Dutch, English, Estonian, Finnish, French, Irish, German, Greek, Hungarian, Italian, Latvian, Lithuanian, Maltese, Polish, Portuguese, Romanian, Slovak, Slovene, Spanish, and Swedish.

³ Language levels of the Common European Framework of Reference: <http://europass.cedefop.europa.eu/resources/european-language-levels-cefr>

⁴ Before the appointment, a successful candidate shall be medically examined by one of the institutions' medical officers in

B) Selection criteria

The following criteria will be assessed when selecting the candidates for the interviews:

Technical knowledge:

1. Degree in Media Communications, European Studies, Social Sciences, Public or Business Administration or similar.
2. By the deadline for applications, having acquired at least three (3) years of relevant professional experience after obtaining the qualifications mentioned in point 3 A) above, out of which one (1) year working in digital communications including producing and editing videos.
3. Proven editing skills and experience translating complex information into understandable, accessible and appealing content across multiple communication platforms (e.g. website, press releases and social media).
4. Proven professional experience in using creative tools (such as Adobe Creative Suite or Canva) for graphic and print design.
5. Professional experience in monitoring budgets and assisting in procurement procedures will be considered an advantage.
6. Proven ability to plan and organise diverse meetings/events in collaboration with others will be considered an advantage.

Communication and other personal skills (core competences)

1. Excellent written and oral command (level C2 of CEFR) of the English language;
2. Proven ability to work independently and in a team setting with competing deadlines;
3. Excellent inter-personal skills and a service-oriented attitude and
4. Proactive and flexible with an eagerness to learn on the job, to be supportive of others and to help staff up-skill.

Communication and other personal skills (core competencies) will be assessed at the stage of the oral interview and the written examination.

Candidates are invited to briefly explain in their motivation letter in which positions they acquired their knowledge and professional experience in the specified areas.

4. SELECTION AND APPOINTMENT

A Selection Committee will evaluate the applications and select the candidates meeting the eligibility criteria and best matching the selection criteria.

The highest scoring applicants will be invited for a written examination and an oral interview with the Selection Committee. The number of invited candidates shall be between a minimum of six and a maximum of eight. In case of equal merit, the number of candidates invited may be exceeded at the discretion of the Selection Committee.

The interview and test will focus on the following aspects:

- Specific competencies and knowledge with reference to the selection criteria of the present call for expression of interest; and
- General aptitudes to the extent necessary for the performance of the duties in accordance with article 12.2.e of the Conditions of Employment of Other Servants (CEOS).

A reserve list of the most suitable candidates will be drawn up by ACER.

In line with Director Decision 2017/16, candidates achieving the qualifying mark in the written test and oral interview of a minimum of 70% will be placed on the reserve list. The reserve list will be valid until 31/12/2023. Its validity may be extended by decision of the Director.

All candidates will be informed about the outcome of the procedure. Recruitment will be subject to budgetary availability and assignment of posts by the Budgetary Authority.

5. EQUAL OPPORTUNITIES

ACER celebrates diversity! We are convinced that diversity is a strength in the workplace and that its harnessing will improve our productive environment, where everyone feels valued, where their talents are being fully empowered, and in which organisational goals are met.

The Agency is fully committed to the provision of equality of opportunity for all its employees through its employment practices, policies and procedures. ACER undertakes to provide a working environment that is sensible to differences in racial or ethnic origin, religion or belief, disability, age, sexual orientation and gender. The Agency's way of working is based on a model of best practice whereby all employees can reach their full potential.

To this purpose, ACER applies a policy of equal opportunities and takes great care to avoid any form of discrimination in its selection and recruitment procedure: the Agency ensures that no employees nor job applicants is treated inequitably due to gender, marital or parental status, age, sexual orientation, disability, ethnicity, colour, citizenship/nationality or religious belief.

The Agency's premises are set to accommodate needs of persons with disabilities: ACER constantly makes sure to arrange what candidates, visitors and staff consider necessary to enable them to take part in the activities of the Agency.

The Agency offers a complete set of family support measures, from parental and family leaves to kindergarten and school support, better to foster the performance of duties for colleagues with caring responsibilities.

Work opportunities at the ACER are open to nationals of the 27 European Union Member States: currently the Agency employs staff from 21 different nationalities: for this reason candidates of the following nationalities are particularly encouraged to apply: Estonia, Finland, Latvia, Luxembourg, Malta, Sweden.

6. CONDITIONS OF EMPLOYMENT

Pursuant to Article 3a of the CEOS, the successful candidate will be contracted by the Director as a Contract Staff in Function Group III for a period of 2 years, which may be renewed.

Pay and welfare benefits: the pay of staff members consists of a basic salary, allowances and other benefits. Depending on the individual family situation and the place of origin, the successful jobholder may be entitled to expatriation allowance (16% of the basic salary), household allowance, dependent child allowance, education allowance, pre-school allowance, reimbursement of removal costs, daily subsistence allowance, installation allowance and other

benefits. Salaries are exempted from national tax; a Union tax is paid at source.

Function Group / Grade	Minimum requirements for classification in step <i>(required level of university studies + minimum number of years of experience after university graduation)</i>	Monthly basic salary (gross)	Estimation of monthly net salary, including specific allowances⁵
FGII Grade 8	Post-secondary education attested by a diploma and less than 5 years professional experience	2,898.49 €	3,252.68 €
FGIII Grade 9	Post-secondary education attested by a diploma and between 5 years and 15 years of professional experience	3,279.45 €	3,564.63 €
FGIII Grade 10	Post-secondary education attested by a diploma and more than 15 years of professional experience	3,710.49 €	3,937.91 €

Additional benefits:

- Annual leave entitlement of 2 days per calendar month plus additional days for age, grade, 2.5 days' home leave, if applicable, and in addition up to 19 ACER's holidays per year;
- EU Pension Scheme (after 10 years of service);
- EU Joint Sickness and Insurance Scheme (JSIS), accident and occupational disease coverage, unemployment and invalidity allowance and insurance.

7. DATA PROTECTION

The purpose of processing the data that candidates submit is to manage their application(s) in view of possible (pre)selection and recruitment at ACER. Personal data is processed by and accessible to authorised ACER's personnel. In some cases, an external expert, equally bound by the same data protection principles, may assist the ACER in the selection of candidates.

ACER adheres to and is regulated by 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, and repealing Regulation (EC) No 45/2001 and Decision No 1247/2002/EC.

ACER is supervised by EDPS (<http://www.edps.europa.eu>). For any further enquiries, candidates may contact the Data Protection Officer at DPO@acer.europa.eu. Candidates are invited to consult the privacy statement, which explains how ACER processes personal data in relation to recruitment and selections, available on ACER website.

⁵ An estimation of net salary, including the deduction for tax, correction coefficient (currently at 87.1% for Slovenia) and social security, adding the allowances (this estimation has been calculated with expatriation allowance, household allowance and with one dependent child allowance). Please note that allowances depend in any case on the personal situation of the candidate.

8. APPLICATION PROCEDURE

For applications to be valid, candidates must submit the following three documents in PDF or Word format:

- A complete and detailed curriculum vitae in English, in [European CV format](#) (Europass)⁶ - **other formats will not be considered**;
- A letter of motivation (1 page maximum) in English, explaining in which positions they acquired their knowledge and professional experience in the specified areas identified in Section 2 of this selection notice;
- A completed eligibility form.

Applications must be sent by e-mail by 20/07/2022 (23:59 Ljubljana time).

Applications should be sent by email to SELECTIONS-ACER-2022-10@acer.europa.eu with the following subject line: ACER-2022-10 NAME and SURNAME

Applications that are not complete or that are received after the deadline are considered as non-valid.

Supporting documents (e.g., certified copies of degrees/diplomas, references, proof of experience etc.) should not be sent at this stage but must be submitted at a later stage of the procedure if requested.

In order to facilitate the selection process, all communications to candidates concerning this selection will be in English.

Under no circumstances should candidates approach the Selection Committee, directly or indirectly, concerning this recruitment. ACER reserves the right to disqualify any candidate who disregards this instruction.

If at any stage in the procedure it is established that any of the information a candidate provided is incorrect, the candidate in question will be disqualified.

For more information on the selection procedure, please consult ACER's website:

https://www.acer.europa.eu/en/The_agency/Working_at_ACER/Pages/Selection-procedure.aspx

9. APPEALS

Pursuant to Article 90(2) of the Staff Regulations of Officials and the Conditions of Employment of Other Servants, a candidate may submit a complaint against an act affecting him/her adversely. The complaint must be lodged within three months from the date of notification to the following address:

Human Resources Management
European Union Agency for the Cooperation of Energy Regulators (ACER)
Trg Republike 3
1000 Ljubljana – Slovenia

Should the complaint be rejected, pursuant to Article 270 of the Treaty on the Functioning of the European Union and Article 91 of the Staff Regulations of Officials and the Conditions of Employment of Other Servants, a candidate may request judicial review of the act. The appeal

⁶ The Europass template is available at the following link: <https://europass.cedefop.europa.eu/>

must be lodged within three months from the date of notification to the following address:

Registry
The General Court
Rue du Fort Niedergrünewald
L-2925 Luxembourg
Luxembourg

Any citizen of the European Union or any natural or legal person residing in a Member State may make a complaint for maladministration pursuant to Article 228(1) of the Treaty on the Functioning of the European Union. The complaint must be lodged within two years of becoming aware of the facts on which the complaint is based to the following address:

The European Ombudsman
1, Avenue du President Robert Schuman - BP 403
F-67001 Strasbourg Cedex
France

Please note that complaints to the European Ombudsman do not have the effect of suspending the period mentioned in Articles 90 and 91 of the Staff Regulations of Officials and Conditions of Employment of Other Servants for lodging complaints or submitting an appeal pursuant to Article 270 of the Treaty on the Functioning of the European Union. Please note also that under Article 2(4) of the [General conditions governing the performance of the Ombudsman's duties](#), any complaint lodged with the European Ombudsman must be preceded by the appropriate administrative approaches to the institutions and bodies concerned.