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## **PLANNING, QUALITY MANAGEMENT AND EVALUATION**

Plan, provide strategy, monitor quality and evaluate the work of the Commission services in order to reach the objectives of the organisation and deliver the expected results. The work includes:

1. Contribute to the preparation of the Commission Strategic Planning and Annual Management Plans.
2. Manage or contribute to the management of the SPP cycle at Commission and / or DG level.
3. Design, implement and review business processes.
4. Take the necessary steps to guarantee that Commission decisions, proposals for legislative texts or actions, take into account the view of all potentially interested services.
5. Promote and encourage the effective use of quality assurance and evaluation in decision-making processes and Commission activities.
6. Plan and carry out quality management, evaluation and impact assessment projects and / or processes.

## **POLICIES<sup>1</sup>**

Analyse and / or assess relevant data to develop new or extend existing policy activities in the Directorate General. Follow-up and / or monitor existing policies, conceive new or amended policies. Co-ordinate policy developments within the Directorate General or in the different services of the Commission. The work includes:

### **Carry out strategic policy analysis**

1. Process, structure, analyse and understand relevant data and information in order to develop, support, implement and / or monitor policy-making activities, Community / EU strategies, EU international or enlargement negotiations, management and / or planning decisions.
2. Compile different analyses and / or data from various sources and prepare them for decision-making processes.
3. Lead Community structures for the collection of data.
4. Perform long-term forecasts.
5. Study political, socio-economic and / or statistical information and data in relation to current and long-term developments for Community / EU policies
6. Propose indicators and draft analysis reports, including country reports, tables and / or graphs demanded by the Commission decision-making processes and actions.
7. Apply scientific methods to the study of individual policy areas.

### **Carry out policy development including drafting legislative documents**

8. Conceive new activities or extensions of existing activities; perform conceptual reflections.
9. Run preparatory studies, internal and open consultations and / or extended impact assessments. Define objectives, methods and means. Communicate and / or negotiate with stakeholders.
10. Manage Inter-Active Policy Making (IPM) activities.
11. Study the results of (stakeholder) consultations and integrate them into the Community / EU policies.
12. Produce policy guidelines and “annual policy strategy” papers.
13. Draft new or amended documents, including green papers, white papers, communications, etc.
14. Follow-up policy proposals from draft to adoption through the Commission and Council decision procedures.

### **Implement and / or monitor existing EU policies and / or ensure their proper implementation and / or application.**

15. Participate and / or represent the Commission in appropriate committees (advisory, management and / or regulatory committees). Assure the secretariat of these committees.
16. Follow up, analyse, evaluate and / or report on the implementation of current Community / EU policies and / or legislation.
17. Monitor relevant developments and trends relating to Community / EU policies and / or legislation; draft regular reports.
18. Update, consolidate and / or codify existing policies, legislation and / or practices.

### **Promote policy Co-ordination.**

19. Follow up and / or monitor the progress of new policy developments across the Directorate General and / or the Commission; ensure coherence in the implementation of political guidelines and priorities.
20. Consult other Directorates General in the area of activity to ensure lateral coherence checks.
21. Ensure that the development and implementation of various aspects of Community / EU policies fit harmoniously inside particular policies and with other interrelated policies and / or activities of the Commission.
22. Participate in co-ordination meetings.

<sup>1</sup> The term “policy” or “policies” herein refer to the policies encompassed by the EU Treaties , it does not refer to the development of guidelines or procedures for the organisation of the institution activities (e.g.: “human resources policy”, “IT policy”, “buildings policy”, “communication policy” or similar ).

## LEGAL

Monitor and / or control existing EU legislation and / or its implementation in Member States or in countries with which the Community has agreements. Prepare and draft new or amended legislation. Provide legal advice to the Commission, Directorates General and / or their services. To represent the Commission before judicial instances. The work includes:

### **Prepare and / or produce legislation**

1. Prepare draft, update, consolidate and / or codify new existing and / or amended legislation, including running preparatory studies and open and internal consultations and / or ex-ante impact assessments..
2. Follow up legislative proposals from draft to adoption through the Commission and Council adoption procedures.
3. Provide advice on the quality, consistency and coherence of draft proposals for legal acts. Verify the conformity of proposals for legal acts with applicable drafting rules.
4. Improve the quality and consistency of a DGs output from a legal standpoint.

### **Monitor and / or control existing legislation**

5. Monitor and / or verify the transposition of Community law and secondary legislation into Member State's legislation, the conformity of national legislation with Community legislation and the correct implementation of the acquis.
6. Monitor the implementation of Community legislation in third countries with which the European Community has an agreement, and notably pre-accession countries.
7. Participate and / or represent the Commission in advisory, management and / or regulatory committees established to manage Community legislation and follow-up the work done by them. Assure the secretariat of these committees.
8. Supervise the fulfilment of contractual procedures and obligations.

### **Provide legal advice**

9. Provide the Commission with the necessary legal advice that is needed to guarantee its activity. Assist the Commission and its services before the European Parliament and the Council.
10. Counsel and provide legal advice and / or assistance to the Commission, management and / or operational units within the Directorate General.
11. Provide legal advice on draft replies to written and oral questions and / or to petitions from the European Parliament, to investigations by the European Ombudsman, and / or to audits done by the Court of Auditors.
12. Prepare replies to requests for advice and / or legal interpretation in support of the preparation and implementation of Community legislation.
13. Provide advice to management and / or units on the validity and conformity of procedures with standing rules and regulations.
14. Assist the Commission and / or provide advice on legal matters during negotiation processes for international agreements.

### **Provide assistance for litigation**

15. Follow-up and / or support operational units with cases brought before judicial instances.
16. Represent the Commission before Community, national, international judicial instances or arbitration instances on behalf and in defence of the Commission.

## INTER-INSTITUTIONAL RELATIONS

Maintain relations with other European Institutions. Attend and follow up meetings, deal with questions from the European Parliament, petitions and with investigations from the European Ombudsman. Ensure overall co-ordination of the Commission's position and the correct application of the procedures during the "co-decision procedure". The work includes:

1. Manage, organise and / or maintain relations with the European Parliament and its committees, the Council including Coreper and working groups, the Court of Auditors, the Economic and Social Committee, the Committee of the Regions and / or the European Ombudsman.
2. Prepare, attend, follow up, participate in and /or represent the Commission or ensure proper representation of the Commission in meetings of the European Parliament and / or its committees, the Council, Coreper and / or its working groups, the Economic and Social Committee and the Committee of the Regions and / or their committees.
3. Co-ordinate briefings for the Commissioner. Advise the Commissioner(s) during meetings of the European Parliament and / or the Council.
4. Provide Directorates-General and / or Cabinets with information, advice and / or help in the management of inter-institutional procedures and processes.
5. Ensure the follow-up of recommendations, reports, revised proposals, budgetary and / or discharge proceedings etc. of the Council, European Parliament, European Ombudsman and / or Court of Auditors.
6. Attribute, draft and / or co-ordinate answers and / or follow-up replies to oral and / or written questions and / or petitions from the European Parliament and to complaints from the European Ombudsman. Provide documents requested by EU Institutions.
7. Represent the Directorate-General in the Group of Co-ordinators of EP or Council-Affairs.
8. Maintain informal bilateral contacts with Members of the European Parliament (MEP), their assistants and / or staff from the political groups and / or with Council representatives.
9. Ensure internal co-ordination within the Commission through networks both at the level of services (EP/Council co-ordinators in DGs) or at political level (GAP: Groupe de suivi des affaires parlementaires or GrAC: Groupe de suivi des affaires du Conseil).
10. Represent the Commission in inter-institutional activities for the definition and organisation of new Community structures (e.g. Convention work, new Agencies).

## EXTERNAL RELATIONS

Define and carry out Community / EU foreign affairs policies, strategies and representation at central and local level, by negotiating and managing international agreements and EU enlargement processes. Coordinate and monitor relations and agreements with third countries and international organisations; define and manage cooperation and humanitarian programmes. The work includes:

1. Contribute to the definition of strategies and policies towards third or pre-accession countries and international entities.
2. Represent the EU and / or the Commission officially vis-à-vis international entities (non-EU states, candidate countries, UN agencies, international organisations, NGOs, etc), ensuring proper visibility of the Union.
3. Manage, monitor and follow-up international, bilateral and multilateral relations and agreements.
4. Ensure foreign affairs management at Headquarters, EU delegations and in other situations (e.g. inter-governmental conferences and meetings, seminars, official events, negotiation rounds and missions outside the EU, etc.).
5. Make official statements, mediate, negotiate and / or manage agreements and co-operation, or take part in discussions with a view to reaching an agreement or a conclusion at pre-accession or international levels, on the behalf of the EU and /or the Commission.
6. Provide, implement and / or monitor technical assistance, cooperation programmes and humanitarian aid to pre-accession and third countries.

## INFORMATION, COMMUNICATION AND PUBLICATIONS

Develop corporate information, communication, public relations and / or publication objectives, strategies and plans; implement them via all possible channels and, on the basis of an analysis of the evolution of the public opinion and the media, shape and adapt messages to different audiences and circumstances. Promote internal and external communication expertise and good practice. The work includes:

1. Elaborate and carry out external information and communication policies and strategies (programme of activities, dissemination, contracts and procurement, etc.) through press conferences, news agencies, information and mass communication channels (TV, Radio, Newspapers, Internet, etc.), public events (seminars, exhibitions, fairs, etc), campaigns, European years, etc.
2. Organise and ensure public relations and welcome of visitors.
3. Conceive and run communication, information, promotion, dissemination and awareness activities linked to Commission policies, programmes and actions or to the corporate image and information and communication strategy of the Commission.
4. Produce and disseminate reports, minutes and other documents outside the Commission services.
5. Organise opinion polls (e.g.: Euro-barometer) and study, disseminate and report on the results.
6. Design, write, produce and edit publications and programmes under various formats (books, videos, Web pages, etc.)
7. Follow, analyse and digest media information sources and communication sources in order to produce press reviews for the Commission services.
8. Analyse and prepare information to support the communication activities of the Commission in relation to the media and public opinion.
9. Define the strategies and run internal communication activities, including the contents of intranets and other internal communication channels.

## **BUDGET, FINANCE, CONTRACTS**

Prepare budgetary acts and decisions and annual and multi-annual budgets. Define, implement and monitor budgetary, financial and accounting procedures. Ensure financial initiation and verification of the conformity of financial operations with legality, regularity, internal procedures and sound financial management, including authorising, executing, monitoring and reporting on commitments, expenditure and recoveries, and managing the financial cycle of contracts and tenders. Carry out financial controls. The work includes:

### **Budget**

1. Prepare the budgetary implementation (preliminary basic act) and the financing decision / annual work-programme for grants.
2. Plan, prepare, follow-up and report on the annual and multi-annual budget.

### **Finance/Budget implementation and contracts**

3. Carry out financial risk assessment.
4. Define budgetary and financial procedures in accordance with applicable regulations and internal control standards.
5. Provide advice, support and training (including manuals).
6. Prepare and negotiate financial aspects of contracts and tenders on the basis of model contracts and regulatory provisions and verify the financial capacity of potential contractors.
7. Ensure ex-ante/ex-post verification of the conformity of financial operations with legality, regularity, internal procedures and sound financial management.
8. Ensure and follow-up financial management of administrative expenditures, contracts and grants: examine and accept cost-statements, establish financial documents (commitments, payments, recoveries).
9. Authorise expenditure and income on budget and/or imprest accounts.
10. Monitor and report on commitments, expenditures and recoveries in particular for annual activity reports and requests of the Court of Auditors and / or the European Parliament.
11. Carry out on-the-spot financial controls.

### **Accounting**<sup>2</sup>

12. Prepare and manage reporting on budgetary and general accounts and/or third party and contractor files.
13. Execute accounting transactions (in general accounting, “hors-budget” payments, etc.), reconciling outstanding transactions.
14. Execute payments through bank statements and manage the bank accounts correspondingly
15. Reconcile bank accounts and follow-up outstanding and non executed bank transactions

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<sup>2</sup> Concerns mostly DG BUDGET so far.



## **PROGRAMMES, PROJECTS, ACTIONS AND FUNDS**

Implement Community / EU policies by managing, preparing, developing, negotiating, supervising, co-ordinating, executing and evaluating the full cycles of programmes, actions and projects in partnership with Member States or third countries or under the direct responsibility of the Commission, from contributing to the development of a work-programme to the exploitation and dissemination of results. The work includes:

1. Contribute to the preparation of decisions allowing the Commission to approve programmes and projects.
2. Contribute to the strategy and policy development of programmes, actions and funds.
3. Manage the financing agreements, the preparation of work-programmes and working documents, the calls for proposals and tenders.
4. Evaluate proposals for programmes and projects.
5. Negotiate, prepare and award programme and project contracts.
6. Monitor the execution of contracts in programmes and projects.
7. Evaluate programmes and projects impact and results and provide feedback for policy decision.
8. Set-up, prepare and assure the secretariat of Management Committees representing Member States in Community programmes and projects, as well as consultative networks.
9. Represent the Commission in committees dealing with programmes and projects.
10. Participate in exchanges and consultations with specialised organisations, associations, societies or fora.
11. Promote and monitor the exploitation and dissemination of programmes and projects results.

## COMPLIANCE AND INFRINGEMENT HANDLING

Monitor the implementation of Community / EU legislation in Member States. Follow up complaints. Prepare and draft Commission decisions in cases of non-compliance and / or infringement. Monitor compliance with Commission decisions. The work includes:

1. Monitor the implementation of existing and / or new Community / EU legislation within Member States; analyse Member States' reports on the implementation of Community / EU legislation.
2. Receive and follow-up complaints by third parties, voluntary notifications and / or own initiatives of the Commission by opening investigations in relation to possible infringements of Community / EU law in various Community policies.
3. Collect and assess information. Carry out background research, analysis, assessment and conceptual studies on legal, economical, social and other aspects of the case.
4. Organise, engage and / or participate in fact-finding missions, investigations and / or verifications, if necessary on-the-spot.
5. Deal with and / or draft correspondence with Member States, Commission services, other Institutions and / or third parties.
6. Draft proposals for Commission decisions and run the consultation process leading to the decision in relation to possible infringements of Community law.
7. Organise meetings with Member States and / or other interested parties in order to discuss and / or negotiate proposals.
8. Monitor the implementation of Commission decisions following infringement and / or compliance procedures.
9. Draft regular reports about the application of EU legislation.
10. Contribute to and / or participate in the development of new or amendments to existing EU legislation.

## STATISTICS

Plan, co-ordinate, organise and implement the legal, methodological and operational aspects of the collection, handling, harmonisation and dissemination of the statistics of the European Union and other countries, developing and steering the European Statistical System. The work includes:

1. Ensure and / or contribute to the design, creation and development of relevant statistical methods, as well as the implementation of surveys with relevant national and international services in order to fulfil the EU statistical demands.
2. Co-ordinate, supervise or conduct the collection, analysis, validation of statistical data and derived indicators and aggregations demanded by the Community / EU policies and by the DGs and services in the Commission.
3. Ensure the regulation, harmonisation, convergence and co-ordination of statistical methods and procedures with Member States and others.
4. Develop and maintain statistical information exchange with relevant national/international/EU services.
5. Prepare the contents of EU Statistical data for publication and dissemination, including maintenance and updating of databases

## CONTROL AND INSPECTION

Monitor and verify the implementation of rules, regulations and procedures within Member States, third countries and in the Commission services. Execute on-the spot controls for verification. Draw up inspection reports and monitor compliance with recommendations and / or decisions. The work includes:

### **External Control and Inspection**

1. Monitor and verify the implementation of existing and / or new Community / EU legislation within Member States and / or third countries; analyse reports on the implementation of Community / EU legislation.
2. Carry out investigations, on-the-spot inquiries, inspections and / or controls based upon pre-established plans.
3. Collect and assess information. Carry out background research, analysis and / or assessment on each case.
4. Deal with and / or draft correspondence with Member States, third countries, internal Commission services, other Institutions and / or third parties.
5. Draft and / or assist or advice in drafting proposals for Commission decisions relating to established infringements or violations.
6. Organise meetings with Member States, third countries and / or other interested parties in order to discuss and / or negotiate proposals for new legislation and / or changes thereof and for fines to be levied.
7. Monitor the implementation of Commission decisions.

### **Internal Control and Inspection**

8. Carry out investigations, on-the-spot inquiries, inspections and / or controls. Analyse and / or assess each case.
9. Draft proposals for Commission decisions relating to established infringements.
10. Design, promote and / or facilitate the implementation of internal control and risk assessment systems in the Commission.
11. Organise and co-ordinate self assessments of internal control standards. Verify and control the conformity of decisions with existing internal rules and procedures.
12. Draw up, review and assess the state of internal control and risk assessment systems in the Commission.

## AUDIT

Prepare and run internal and external audits in order to verify compliance with policies, procedures and instructions, including an efficient management of resources in the Commission services. Verify the effectiveness and respect of financial, management and control rules in the use of Community / EU resources and funds by Member States, regions and the other stakeholders and beneficiaries of Community / EU funds and co-operation programmes. Formulate recommendations for improvement and further action based on audit findings. The work includes:

### **Internal Audit**

1. Promote a culture of quality assurance and efficient and effective management within the Commission and its departments.
2. Determine whether units are performing their activities and/or whether processes are executed in compliance with policy, procedures and instructions in a manner consistent with organisational objectives and high standards of administrative practice.
3. Prepare and execute audits of internal control systems that exist within the European Commission in order to assess their effectiveness and respect and, more generally, the performance of Commission departments in implementing policies, programmes and actions with a view to bringing about continuous improvement.
4. Run specific and in-depth audits, thematic audits and horizontal audits and propose recommendations for improvement and further action based on audit findings.

### **External Audit**

5. Promote a culture of quality assurance and efficient and effective management in the use of Community funds, whether by Member States, EU regions, other EU organisations and non-EU states or any other entity benefiting from EU funds or co-operation.
6. Assess the effectiveness and respect of the relevant rules (financial, management, control) in spending Community funds.
7. Prepare and execute audits on the use of EU resources and define and run actions for improving management and preventing irregularities in the use of Community funds.
8. Run specific and in-depth audits, thematic audits and horizontal audits and propose recommendations for improvement and further action based on audit findings

## **ANALYSIS AND ADVICE**

Provide analysis and advice, in order to identify emerging policy activities, strategies and negotiations. Launch and monitor studies, mediation The work includes:

1. Provide socio-economic, political, statistical and technological analysis and advice, in order to identify emerging policy challenges.
2. Analyse general trends as well as business strategies and industry performance, and produce the relevant documentation, reports and notes in support of specific EU policies, programmes, procedures and actions.
3. Launch and monitor studies.

## SCIENTIFIC RESEARCH

Contribute to EU policies and decision making processes by developing, implementing, evaluating and disseminating scientific research strategies, methods, programmes and projects in partnership with EU and international stakeholders and by managing and exploiting the Commission's scientific research, laboratory and technological facilities. The work includes:

1. Contribute with a sound scientific basis to the decision making process.
2. Participate in the development of guidelines, orientations and approaches relating to the implementation and / or follow up of EU policies and scientific programmes. This includes running studies at the request of other Commission services.
3. Participate in scientific / technical networks.
4. Organise, manage and participate in European scientific / technical committees and / or international scientific networks.
5. Elaborate and implement scientific project strategies and / or scientific / technical programmes.
6. Write project proposals, prepare and lead institutional and competitive projects and project teams.
7. Develop and apply scientific / technical working methods and technical protocols and procedures.
8. Participate in the certification, audit and / or validation of scientific / technical procedures.
9. Design scientific / technical research and laboratory experiments.
10. Carry out scientific / technical research and laboratory experiments.
11. Develop, maintain and operate scientific / technical equipment and / or infrastructure, including all aspects related to security and safety.
12. Evaluate scientific / technical research results and write progress and final reports.
13. Disseminate the results to stakeholders and / or the international scientific community through publications, conferences, training, seminars, etc.

## HUMAN RESOURCES MANAGEMENT

Deal with the strategic and operational aspects of personnel management. This includes all activities going from alignment of personnel policy to the organisations objectives to the actual running of processes and procedures in the HRM area. The work includes:

- HRM planning and prioritising
- Recruitment and selection
- Grading
- Job design and jobholder assignment
- Training
- Career guidance and professional development
- Performance assessment
- Promotion
- Mobility and redeployments
- Retirement
  
- Elaborate policies and frameworks for personnel management
- Design strategies for HRM implementation
- Devise organisational structures and processes responding to the organisational needs and goals
- Supervise procedures
- Select, assign, appraise and motivate people
- Communicate policies and practises in HRM

The following jobs or related functions/duties are dealt with in other job families:

- Pay and compensation (see “Administrative co-ordination & support)
- Legal aspects of HRM (see “Legal”)
- Informatics aspects of HRM (see “Information Technology”)
- Disciplinary aspects (see “Control & Inspection”)



## **PERSONAL CARE AND PROTECTION**

Organise, provide, deliver, and manage or administer the organisation, provision and delivery of services for safety, medical care, social welfare, protection of personal data and security of persons and premises in collaboration with other colleagues and services.

The work includes:

### **Safety and occupational health**

1. Develop, implement and / or evaluate effective management policies, programmes and / or practices relating to safety and occupational health activities and / or related programme functions to eliminate or minimise human injury and property and productivity losses.
2. Develop and implement fire protection and prevention plans, procedures and standards.
3. Support work in accident prevention, including inspecting safety conditions, investigating and compiling data on accidents and providing information on safety standards and techniques.
4. Supervise and / or perform work to control and extinguish fires, rescue people endangered by fire and reduce or eliminate potential fire hazards.
5. Control hazardous materials incidents, train staff in fire protection and prevention.

### **Medical**

6. Advise on, administer, or perform professional activities in one or more fields of medicine.
7. Review, evaluate, and / or analyse work environments and programmes and / or procedures to control, eliminate, and prevent injury caused by agents or ergonomic factors.
8. Perform clinical duties under the direction of a physician. Clinical duties may include taking and recording vital signs and medical histories, preparing patients for examination, drawing blood, and administering medications as directed by a physician.

### **Social care**

9. Deliver social advice and assistance for active and retired staff members and their families, help them to cope with the social structures and services at central or national level and ensure availability of professional support in the event of an individual or family crisis.
10. Organise and carry out prevention, information and awareness actions on social welfare issues and on conciliation between working and private life.
11. Produce periodic reports and statistics on the evolution of social welfare issues in the Commission and make appropriate recommendations for the improvement of social assistance.

### **Protection of personal data**

12. Ensure the implementation by the Community institutions and bodies of the regulations concerning the protection of individuals with regard to the processing of personal data and the free movement of such data.
13. Elaborate guidelines and procedures, disseminate information and facilitate coordination and training concerning protection of personal data and the processing thereof in the Commission.
14. Investigate matters and occurrences directly relating to the function and audit the compliance of the Institution with the existing legislation.
15. Advise and assist management and staff on all questions concerning the protection of personal data.
16. Maintain the register of data processing operations and produce periodic reports on data protection implementation in the Commission.

### **Security**

17. Develop and / or implement policies, maintain or operate systems, procedures and / or methods for identifying and protecting and / or safeguarding personnel, information, property and facilities, operations or materials from unauthorised disclosure, misuse, theft, assault, vandalism, espionage, sabotage or loss.
18. Develop and implement policies and procedures for analysing and evaluating the character, background and history of staff and / or other persons having or proposed to be granted access to classified or other sensitive information.
19. Provide a "service de permanence", including for telephone calls outside the official working hours of the Commission.

## INFORMATION AND DOCUMENT MANAGEMENT

Ensure the collection and secure storage and accessibility of information, publications and documents, and take the necessary measures to ensure the continuation of the service and conservation of the legacy. The work includes:

1. Collect, archive, secure and make accessible the data, the information and the documentation and publications produced by the Commission, as well as the information necessary for the current work of the services, including library and documentation services, databases, internet sources, etc.
2. Support and train our staff for the daily management of information and documents.
3. Develop and implement solutions for the custody of the Commission's information and documentation legacy.
4. Organise and provide access to public information and documents in Commission repositories and databases.
5. Define the Commission's policy and manage the inter-institutional relations in this field.

## INFORMATION TECHNOLOGY

Ensure the functioning of ICT hardware and software, and provide ICT tools and services that support the Commission staff in the performance of their tasks. The work includes:

1. Organise, manage, coordinate and supervise the implementation of IT-services and/or IT-projects at a central and / or local level, directly or by sub-contracting
2. Define, implement and/or supervise the ICT strategy, policies and procedures.
3. Ensure a coherent informatics environment in terms of technology and resources and organisation.
4. Organise and manage the requisite central and decentralised IT services and projects.
5. Perform feasibility, consultant and/or other studies, analyses and surveys.
6. Contribute to ensuring the correct functioning of ICT systems.
7. Analyse, prototype, develop, test and maintain IT systems and applications or supervise subcontracted work in these areas.
8. Define the logical and physical structure of web sites and web pages and navigation methods.
9. Create and maintain applications for internet and intranet environments.
10. Define, prepare, distribute and support IT reference solution.
11. Ensure operation of IT at DG level by providing technical hardware and software assistance to computer system users.
12. Ensure the security of the ICT environment.
13. Contribute to the definition, evaluation and/or selection of the IT related calls for tender, and/or the follow-up of the contract performance and/or the contracted staff.

## ADMINISTRATIVE ASSISTANCE

Define and monitor administrative processes, facilitate co-ordination and communication, ensure secretarial support, manage mail and, whenever necessary, provide administrative assistance in specialised domains. The work includes:

### **Define and monitor administrative processes**

1. Define, organise, simplify and update administrative rules and procedures, provide support for their interpretation and implementation and co-ordinate and check the quality of administrative processes.

### **Facilitate co-ordination and communication**

2. Organise and/or facilitate concerted action between services in connection with common tasks, dossiers or procedures in order to guarantee consistency and a coherent approach and prevent double work.
3. Prepare, launch and run inter-service consultations and ensure that the incoming consultation requests and parliamentary questions are distributed and that replies are introduced in time
4. Co-ordinate oral and written "habilitation" and delegation procedures.
5. Supervise and prepare briefing files, speeches, presentations, contributions to inter-service consultations and other decisional texts.
6. Ensure follow up of translation requests to the specialised services (SDT) or handling of translations at local level.
7. Provide assistance in the processes of communication and networking between services and with external "contacts", including answering and filtering calls and taking messages, responding to general inquiries and managing e-mail exchange

### **Secretarial work**

8. Provide secretarial and general assistance to managers and staff, including maintaining diaries, taking, transcribing and preparing notes, minutes and routine correspondence

### **Mail management**

9. Record and route incoming correspondence, finalise and transmit outgoing correspondence, process documents for transmission and supervise the respecting of deadlines.

### **Provide specialised assistance**

10. Ensure the administrative support and follow up of Committees and co-ordinate the preparation of meetings, workshops, seminars and other events
11. Edit materials for publication or web-sites
12. (Information and Documentation) Provide general assistance and collaboration with the services in the creation, updating and retrieval of dossiers, documents and data in the appropriate files or IT databases.
13. (Human resources) Provide general assistance on personnel administration processes and procedures.
14. (Logistics) Monitor, in liaison with the specialised services, that logistics and IT needs of the services are covered.
15. (Budget, Finance, Contracts) Provide general assistance to budget, finance and contract management, in liaison with and under the supervision of the specialised services.

## LOGISTIC SUPPORT

The work includes:

### **Building and space management**

1. Direct comprehensive building management programmes to provide the Commission with appropriate office space, buildings and / or other (technical) facilities and essential building services.
2. Manage or assist in managing the operation of one or more buildings;
3. Organise removals and space management.

### **Maintenance**

4. Manage the operation and maintenance of buildings, facilities, machinery and / or other equipment.

### **Mail**

5. Supervise or perform general messenger work, such as receiving, delivering and collecting incoming and outgoing mail or other documents or items, including correspondence, records, files, publications, packages and other similar material

### **Transport**

6. Perform work to arrange transportation or perform other actions in connection with the movement of passengers.

### **Dispatching**

7. Supervise or perform work in dispatching or scheduling all means used for the transportation of mail, documents, equipment or supplies by assigning vehicles, instructing contractors, keeping records and reports and providing follow-up and information.

### **Supplies**

8. Administer the acquisition, leasing and/or maintenance of all types of supplies, equipment, material and/or moveable property together with the associated inventory. Store and distribute supplies, equipment and/or other materials.
9. Plan, analyse and determine requirements.

### **GBI / GDF**

10. Manage, co-ordinate or otherwise exercise control over supplies, equipment or other material.
11. Analyse needs for space and office equipment; organise removals.
12. Administer requests for office equipment, to order, receive, store and/or distribute.

### **Storing**

13. Receive, handle, store, maintain while in storage, issue, or physically control items within a storage and distribution system.

### **Telecommunications**

14. Operate telephone switchboard equipment to connect incoming and outgoing calls, routing calls to their proper destinations and providing telephone and organisational information to callers.

### **Printing and graphic design**

15. Plan, administer, supervise, review, and/or evaluate the management of printing services in general or a branch thereof.
16. Perform activities in graphic design, photocomposition, offset and digital printing, print finishing, multi-media and web design.

### **Restaurants, cafeterias, childcare facilities, sport facilities**

17. Plan, administer, supervise, review and / or evaluate the management and / or provision of restaurant and / or childcare facilities.