

SECONDED NATIONAL EXPERT- JOB PROFILE

Operational Officer

(European Centre for Returns Division)

Tasks and responsibilities:

Reporting to the Head of Unit and under the supervision of the respective Team Leaders the main duties related to these positions are:

Universal:

- Development, implementation and management of return related projects as an operational manager or to contribute to these processes as a member of the operational team;
- Support to/Administration of IT systems related to return related activities and processes;
- Development of and contribution to reports, common procedures, queries/surveys, briefing notes, statistics and other relevant documentation with respect to the scope of the Division's activity;
- Monitoring of the implementation of ECRET activities according to the operational plans, including the respect for fundamental rights and the Frontex Codes of Conduct by persons participating in activities coordinated by the Agency;
- Promoting best practices and knowledge-sharing in the field of returns;
- Organization of meetings, briefings, workshops and facilitation of network cooperation in the field of the Division's activities;
- Following latest developments, technologies, methods and practices in relation to returns matters;
- Contribution to the process of planning, evaluation and implementation of the Division's activities, in particular, in terms of operational assistance to Member States;
- Support to other projects undertaken by the team/Unit;
- Perform any other task as required by the line manager;
- Provide advice and support to the Team Leader and Head of Unit respectively;
- Develop, draft and maintain business documentation necessary for implementation the tasks of the Team/Unit.

Pre-Return Unit

- Support the development, planning, coordination and implementation of pre-return assistance activities and projects, including:
 - Technical and operational assistance to Member States for enhancing the capacities and efficiency of their national return systems, including identification of needs and best practices, communication with Member States;
 - Technical and operational assistance to Third Countries for enhancing the

capacities and efficiency of their national return systems, including identification of needs and best practices, communication with Third Countries;

- Coordination of projects/activities aiming at enhancing consular engagement, identification and documentation procedures for the purposes of return and readmission;
- Coordination of project/activities related to the deployment of Return Liaison Officers.
- Activities focused on return in the context of the EBCG Standing Corps Return Specialists which include:
 - Management and support of the deployment of Standing Corps Return Specialists in Member States and Third Countries;
 - Support activities in dedicated Member States locations where the Return Specialists are deployed;
 - Support to the training development for Return Specialists (basic, specialized, induction, operational briefing prior to and evaluation after deployments);
 - Support to management of logistics for Return Specialists and the Unit;
 - Regular ad-hoc attendance in meetings for ongoing issues for Return Specialists;
 - Support to other ongoing tasks and projects within the scope of the Unit's responsibility where Return Specialists are deployed.
- Reporting and evaluation.

Return Operations and Voluntary Return Unit

- Support in coordination and organization of return operations and voluntary returns, including:
 - Identification of needs;
 - Communication with Member States;
 - Reporting and Evaluation;
- Identification and pooling of best practices in forced and voluntary returns;
- Support the development, planning, coordination and implementation of return activities according to instructions provided by the Division's management:
 - Activities focused on streamlining Member States activities and procedures in the area of forced and voluntary returns;
 - Support to or coordination of various return related projects and/or activities.
- Activities focused on return in the context of the EBCG Standing Corps which include:
 - Management and support of the deployment of Standing Corps Forced Return Escort and Support Officer (FRESO) in Member States' airports, in the area of returns;
 - Support Frontex operations in dedicated Member States' airports where Standing Corps are deployed;
 - Support to the training development for Standing Corps FRESO (basic, specialized, induction, operational briefing prior to deployments);
 - Support to management of logistics for Standing Corps FRESO and the Unit;

- Regular ad-hoc attendance in meetings for ongoing issues for Standing Corps FRESO;
- Support to other ongoing tasks and projects within the scope of the Team's and Unit's responsibility Frontex operations in dedicated Member States airports where Standing Corps are deployed.

Post-Return Unit:

- Support the development, planning, coordination and implementation of post-arrival and post-return assistance activities, including:
 - Activities focused on streamlining Member States activities and procedures in the area of post return and reintegration in particular in relation to Joint Reintegration Services;
 - Developing activities related to reintegration counselling, for both Member States as for third country authorities, and implementing awareness raising activities in Member States on reintegration and counselling;
 - Developing projects and activities related to post-return activities, including capacity building to Third Countries in the area of post-return and reintegration;
 - Cooperating with EU funded projects, programmes and networks, including with international organizations and other relevant stakeholders aiming to build synergies in the area of return and reintegration;
 - Activities related to the establishment and further development of Frontex internal processes and procedures in relation of the Frontex Reintegration Programme.

Selection criteria:

Professional qualifications, competencies and experience required:

Essential:

- At least 2 years of proven full-time professional experience in duties related to the tasks assigned;
- Proven experience and knowledge in the field of pre-return activities and/or (forced and voluntary) returns and/or post-return and reintegration activities performed at European, Regional or National level;
- Good working knowledge of the EU legal framework on (pre-/post-) return related activities.

Assets:

- Experience in cooperation with EU institutions and/or other Member States' authorities and/or Third countries' authorities;
- Experience in project and/or service management (certification not obligatory)

but would be an asset);

- Experience in policy development;
- Experience in drafting processes and procedures;
- Experience in the area of dedicated IT systems supporting operational processes and information exchange;
- Experience in carrying administrative duties and processes related to daily office activities;
- Knowledge of additional to English and to the mother tongue languages (EU or non-EU) at least B1 level;
- Knowledge of SharePoint and/or MS Visio;
- Experience in working in multicultural environment.

Personal skills & competencies required:

- Excellent communication skills in English, both verbally and in writing;
- Strong analytical skills;
- Strong interpersonal skills in liaising with internal and external stakeholders, actively searching and gaining information;
- Good drafting skills, including experience in drafting and editing documents;
- Proficient user of Microsoft Office applications (at the minimum: MS Word, Excel, PowerPoint and Outlook);
- High level of commitment, initiative and creativity;
- Ability to organize and manage work, including the ability to work under pressure in relation to demanding tasks, possible crisis situations, heavy workload and time pressure;
- Ability to cooperate with colleagues from different cultural backgrounds and from different agencies and units (internal and external).

Additional:

- Availability as soon as possible would be an additional asset;
- Readiness to work irregular working hours, including standby duty, as well as spending considerable amount of time outside of the Agency seat due to extensive numbers of missions.