

**SECONDED NATIONAL EXPERT- JOB PROFILE****Operational Officer****(Return Digitalisation Team in European Centre for Returns)****Tasks and responsibilities:**

Reporting to the Director of Division and under the supervision of the Return Digitalisation Team leader the main specific duties of Operational Officer in Return Digitalisation Team are:

- Development, implementation and management of return related projects as an operational manager or contribution to these processes as a member of the operational team;
- 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 activities;
- 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 the best practices and knowledge-sharing in the field of returns;
- Organisation 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;
- Supporting other projects undertaken by the team/Unit;
- Performing any other task as required by the line manager;
- Providing advice and support to the Team Leader respectively;
- Developing, drafting and maintaining business documentation necessary for implementation the tasks of the Team/Unit;
- Preparation of reports based on return data and return related information;
- Drawing meaningful conclusions, findings and recommendations from the return data and related information;
- Presenting the data, projects and activities within the remit of return digitalisation;
- Assisting in defining the business requirements for return knowledge library;
- Support to/Administration of IT systems related to return related activities and processes;
- Coordination for implementation of RECAMAS reference model for national return case management systems in Member States;
- Supporting the development of the concept for Frontex return information system interconnection and infrastructure set-up;
- Contributing to the development of business processes and documentation in the

remit of return digitalisation.

**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 return activities performed at European, Regional or National level;
- Good working knowledge of the EU legal framework on (pre-/post-) return related activities;
- Experience in cooperation with EU institutions and/or other Member States' authorities and/or Third countries' authorities;
- Experience in project and/or service management;
- Experience in drafting processes and procedures.

**Assets:**

- 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 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 organise and manage work, including the ability to work under pressure in relation to demanding tasks;
- Ability to cooperate with colleagues from different cultural backgrounds and from different agencies and units (internal and external).

**Other Comments:**

- Any IT related skills and competencies would be a valuable asset;
- Any experience with analytical tools and in general management of data would be an additional asset;
- Availability as soon as possible would be an additional asset.