



SECONDED NATIONAL EXPERT- JOB PROFILE

Senior Duty Officer (Frontex Situation Centre / Operations Division)

Tasks and responsibilities:

Under the supervision of the FSC Coordinator of the Operations business area, the successful candidate will support the Senior Duty Officer Service in providing a timely and updated situational picture of the irregular migration situation at the external borders of the EU, through continuous monitoring, production and delivery of informed situational reports and alerts to internal and external stakeholders.

The Senior Duty Officer will work in a shift system, with potential of night shifts, depending on the future development of an FSC Duty Service based on a 24/7 system.

Primary tasks:

Reporting to the coordinator of the Operations business areas of FSC, the Senior Duty Officer will be responsible:

- To carry out situation and crisis monitoring tasks, and when needed escalate to senior management according to the applicable procedures.
- To be updated and knowledgeable in order to be able to present the current situational picture to external and internal stakeholders.
- To work in a cooperative and proactive way and taking up measures on own initiative where and when necessary for gaining a timely situational awareness, also by liaising directly with external stakeholders such as National Coordination Centres (NCC).
- To produce and disseminate documents related to the FSC SDO service
- To be updated and knowledgeable in order to use the automated tools used in FSC properly and contributing to the ongoing development.

Secondary tasks

- Maintain and develop procedures, guidelines and other business documentations;
- Perform any other task in the area of competence.

Qualifications and experience required:

1) Professional

Essential:

- Experience in situation monitoring;
- Experience in information management in a law enforcement environment;
- Experience in drafting situation monitoring products, as well as implementation of policies, procedures and guidelines;

- Experience in the management of information exchange and situation monitoring tools and systems;
- Experience in cooperation with European Union agencies and institutions.
- Experience in interacting with EC & Council working groups;
- Experience in effective cooperation with EU Member States/Migration or Law Enforcement authorities;
- Experience in effective cooperation with EU Agencies;
- Sound understanding of information management processes and procedures;
- Sound knowledge of service management and familiarity with service management terminology and methodology.

Assets:

- Knowledge of the EU legal framework;
- Knowledge of information management systems and processes used by Frontex (JORA, FOSS, EUROSUR Fusion Services);
- Knowledge of Maritime Monitoring principles and tools.

Personal skills:

- Very good communication skills in English, both verbally and in writing;
- Proficient user of Microsoft Office applications (MS Word, Excel, Powerpoint, Sharepoint and Outlook);
- Proficient user of databases, networks and applications.
- High level of commitment, initiative and creativity;
- Ability to organise and manage work, including the ability to cope with stress in relation to demanding tasks, heavy workload and time pressure;
- Very high level of constructive, positive and service oriented attitude;
- Ability to cooperate with good team spirit with colleagues from different cultural backgrounds and from different agencies and units (internal and external);
- Willingness to work on a 24/7 based shift system.