



CALL FOR EXPRESSION OF INTEREST FOR CONTRACT AGENTS FGIV

REF. ENISA-CA-FGIV-2023-07 SUPPORT ACTION

Type of contract	Contract Agent
Function Group and grade	FGIV
Duration of contract	2 years
Area	Operational Cooperation
Place of Employment	Athens/Greece¹
Probation period	9 months
Reserve list	31/12/2026
Deadline for applications	15/01/2024 at 23:59:59 EET (Greek time (CET² +1))

The European Union Agency for Cybersecurity (ENISA) seeks to form a reserve list of motivated, dynamic, flexible and qualified candidates to potentially support its activities in providing Member States with services, which increase the cybersecurity preparedness and resilience of their critical sectors as defined under NIS2 directive. The successful applicants could be recruited for a strictly limited period on the basis of a dedicated programme which the Agency could engage with the European Commission during the period 2024-2026. Successful candidates placed on the reserve list are expected to be reasonably mobile in order to respond to the needs of the Agency as they materialise.

1. THE AGENCY

ENISA's mission is to achieve a high common level of cybersecurity across the Union, by actively supporting Member States, European Union institutions, industry, academia and EU citizens³.

ENISA contributes to policy development and implementation, supports capacity building and preparedness, facilitates operational cooperation at Union level, enhances the trustworthiness of ICT products, services and processes by rolling out cybersecurity certification schemes, enables knowledge sharing, research, innovation and awareness raising, whilst developing cross-border communities and synergies.

¹ The agency reserves the option to designate its local office in Brussels as the place of employment based on operational requirements or emerging needs.

² Central European Time Zone.

³ Regulation (EU) 2019/881 - Cybersecurity Act: <http://data.europa.eu/eli/reg/2019/881/oj>



ENISA is located in Athens, Greece (the agency's official seat) with a branch office in Heraklion, Crete, Greece and a Local Office in Brussels, Belgium. Further information about ENISA is available on the ENISA website: <https://www.enisa.europa.eu/>

2. THE UNIT AND ENISA SUPPORT ACTION

The Operational Cooperation Unit (OCU) ensures the performance of the tasks of the Agency as set out in Article 7 of the Cybersecurity Act (CSA). This entails cyber crisis management, common situational awareness and incident response during or after massive incidents. OCU is responsible and leads the activities relevant to achieving the strategic objective "Effective cooperation amongst operational actors within the Union in case of massive cyber incidents". The Unit undertakes efforts to support effective and coordinated cyber security incident response and crisis management at Union level, building on dedicated policies and wider instruments for European solidarity and mutual assistance. The Unit has two sectors, one which leads and coordinates the work that the Unit undertakes in the field of operations and situational awareness (OSA), and another which leads and coordinates the work that the Unit undertakes in the field of operational coordination and infrastructure (OCI).

ENISA Cyber Security Support Action is a flagship project of the Agency for providing ex-ante and ex- post services to European Union Member States. Services are provided in accordance with ENISA mandate, in particular Article 6 and Article 7 of the Cybersecurity Act (881/2019)⁴ and are intended to complement efforts by European Union Member States and those at Union level to further improve their readiness and capability to respond to large-scale cybersecurity incidents or crises.

Beneficiaries are entities within the scope of NIS 2 Directive⁵, nominated by Member State by requesting particular service. Offered services include:

- Ex-post: incident management and response
- Ex-ante: cybersecurity capability assessment, exercises and trainings, risk monitoring, creation of threat landscape

Project is carried out utilizing additional funding from European Commission and is supported by multiple economic operators with accordance to Framework service contract "Supporting ENISA for the provision of services under the Cybersecurity Support Action "ENISA F-OCU-22-31"⁶

3. THE JOB

ENISA is seeking to draw a reserve list of at least **30 candidates** for the following profiles and key areas and responsibilities of the two profiles roles are outlined below:

3.1 [PROFILE A] PROJECT/PROGRAMME OFFICER WITH BACKGROUND ON CYBER SECURITY (MIN 15 CANDIDATES)

- Manage assigned projects in the area of operational cooperation, in particular ensure:
 - Proactive planning
 - Risk management
 - Efficient management of financial resources
 - Progress monitoring and reporting
- Coordinate the delivery of cybersecurity services to ENISA stakeholders and primarily to Union's essential, important or critical entities.
- Cooperate with internal stakeholders including legal and procurement.

⁴ <https://eur-lex.europa.eu/eli/reg/2019/881/oj>

⁵ [EUR-Lex - 32022L2555 - EN - EUR-Lex \(europa.eu\)](https://eur-lex.europa.eu/eli/reg/2019/881/oj)

⁶ <https://etendering.ted.europa.eu/document/document-old-versions.html?docId=127869>

- Manage relevant stakeholder within Member States and European Union Institutions, Bodies, and Entities (EUIBAs).
- Establish, track and report on key performance indicators of the assigned projects or services.
- Participate as needed in other activities of the Agency.

3.2 [PROFILE B] CYBERSECURITY OFFICER WITH BACKGROUND ON CYBER RISK, INCIDENT RESPONSE, PENETRATION TESTING AND SIMILAR SERVICES (MIN 15 CANDIDATES)

- Provide technical guidance in regards to cyber risk, threat assessments, incident response and pen tests as part of cybersecurity services to ENISA communities and primarily to Union's essential, important or critical entities.
- Be responsible for quality assurance on operational cooperation unit deliverables.
- Build and maintain general technical templates and guidelines for operation cooperation service offering.
- Participate as needed in other activities of the Agency.
- Ensure that generally accepted standards and regulations are followed.

4. QUALIFICATIONS AND EXPERIENCE REQUIRED⁷

4.1 ELIGIBILITY CRITERIA

The selection procedure is open to candidates who satisfy the following eligibility criteria on the closing date and time for application:

- Be a national of one of the Member States of the European Union⁸;
- Be entitled to his/her full rights as a citizen⁹;
- Have fulfilled any obligations imposed by the applicable laws concerning military service;
- Produce appropriate character references as to his or her suitability for the performance of the duties;
- Be physically fit to perform the duties linked to the post¹⁰;
- A level of education which corresponds to completed university studies of at least three years attested by a diploma¹¹, OR where justified in the interest of the service, professional training¹² of an equivalent level with at least 3 years of relevant professional experience OR proven knowledge and skills corresponding to following profiles of ECSF¹³ - Chief Information security Officer or Cyber Legal, Policy and Compliance Officer, Cybersecurity Implementer, Cyber Security Risk Manager, Penetration Tester;

⁷ Candidates must satisfy ALL the eligibility criteria on the closing date of the application. In the event that you do not fulfil all the eligibility criteria, your application will not be further assessed. Candidates should assess and check before submitting their application whether they fulfil all the requirements as specified in the vacancy notice. Please include in your application only professional experience and academic qualifications for which you hold supporting documents. Candidates must be able to provide supporting documents clearly showing duration and nature of experience upon request.

⁸ It should be noted that due to the withdrawal of the United Kingdom from the European Union on the 31/01/2020, British nationals who do not hold the nationality of another European Union member state, are not eligible for applications at ENISA due to the fact that they do not fulfil the requirements of Article 12.2 of the Conditions of Employment of Other Servants, namely that they do not hold the nationality of an EU Member State.

⁹ Prior to the appointment, the successful candidate will be asked to provide a certificate issued by a competent Member State Authority attesting the absence of any criminal record.

¹⁰ Before appointment, the successful candidate shall be medically examined in line with the requirement of Article 28(e) of the Staff Regulations of Officials of the European Communities.

¹¹ Only diplomas issued by EU Member State authorities and diplomas recognised as equivalent by the relevant EU Member State bodies are accepted. If the main studies took place outside the European Union, the candidate's qualification must have been recognised by a body delegated officially for the purpose by one of the European Union Member States (such as a national Ministry of Education) and a document attesting so must be submitted if you have been invited for an interview. This will enable the selection board to assess accurately the level of the qualifications. For diplomas awarded in the UK diplomas awarded until 31/12/2020 are accepted without further recognition. For diplomas awarded after this date (from 01/01/2021), a NARIC recognition is required: <https://www.enic-naric.net/>. Candidates must meet this requirement on the closing date of application.

¹² Professional training certification such as but not limited to: Microsoft Technology Associate, Microsoft Certified Solutions Associate; MCSA: Windows Server 2012; ITIL, COBIT, PMP, Prince2, Scrum Master, CISSP, SCCP, ISO 27001, CISA, CISM, SANS, ISACA, CEH.

¹³ <https://www.enisa.europa.eu/publications/european-cybersecurity-skills-framework-role-profiles>

- Thorough knowledge of one of the official languages of the European Union (at C1 level) and a satisfactory knowledge of another official European language of the Union (at B2 level) to the extent necessary for the performance of his/her duties¹⁴.

4.2 SELECTION CRITERIA

Only eligible candidates who fulfil the above eligibility criteria will be further assessed by the Selection Board against the selection criteria solely based on the information provided by the candidates in their application form and the talent screener. Candidates must provide concrete results and/or actions they undertook in demonstrating the below criteria and their relevant competencies in their application form.

Candidates must demonstrate and will be assessed on the following skills and competencies:

Technical skills and experience

➤ **Project/Programme Officer with background on Cybersecurity (Profile A):**

- Proficiency with project management and service management methodology with at least 3 years of practical experience.
- Experience in risk, budget planning, resources, contacts and contractors' communication management are required.
- Experience with security service delivery (for example as service delivery manager or equivalent).
- Ability to create reports including use of tools (e.g., Excel) to generate statistics and analysis.
- Ability to synthesise the progress and prepare short briefings on the progress of the project.
- Ability to handle matters of special gravity or sensitivity.
- Familiarity with the management of classified/sensitive information.
- Strong communication skills.
- Knowledge of European Project management (PM2) and ITILv4 is considered advantageous.
- Relevant training (e.g., SANS¹⁵ courses) and/or certifications (e.g., CISSP¹⁶, CISM¹⁷) is considered advantageous.
- Knowledge of additional EU languages is considered advantageous.

➤ **Cybersecurity Officer with background on cyber risk, incident response, pen test (Profile B):**

- Proficiency in penetration testing methodologies, tools, and techniques, with the ability to understand and validate the findings and recommendations made in the provided reports. Candidates should demonstrate at least 3 years of practical experience.
- Strong understanding of cybersecurity principles, technical controls, common vulnerabilities, threats, tactics, techniques and attack vectors, enabling the identification and assessment of the reported security issues in the provided reports.
- Competence in document formatting and organization, with the ability to work with various document formats (e.g., PDF, Word) and ensure that all reports are well-structured and clear.
- Knowledge in relevant IT security and cybersecurity standards, good practices and methodologies.
- Critical thinking for the delivered reports.
- Experience in documenting quality assurance activities and draft solid reports.
- Experience in engaging/guiding contractors in order to ensure the expected quality.
- Ability to create training material and operating manuals for the service providers.
- Experience in data collection and analysis skills.

¹⁴ Please note that the minimum levels required above must apply to each linguistic ability (speaking, writing, reading and listening). You must have knowledge of at least two official EU languages: language 1 at minimum C1 level (thorough knowledge) and language 2 at minimum B2 level (satisfactory knowledge). These abilities reflect the Common European Framework of Reference for Languages <https://europass.cedefop.europa.eu/resources/european-language-levels-cefr>. The official languages of the European Union are: Bulgarian, Croatian, Czech, Danish, Dutch, English, Estonian, Finnish, French, German, Greek, Hungarian, Irish, Italian, Latvian, Lithuanian, Maltese, Polish, Portuguese, Romanian, Slovak, Slovenian, Spanish, and Swedish.

¹⁵ <https://www.sans.org/emea/>

¹⁶ <https://www.isc2.org/certifications/cissp>

¹⁷ <https://www.isaca.org/credentialing/cism>

- Experience in IT auditing is considered advantageous.
- Relevant training (e.g., ENISA trainings, SANS courses) and/or certifications (e.g., CISA¹⁸, CRISC¹⁹, CEH²⁰) is considered advantageous.
- Knowledge of additional EU languages is considered advantageous.

Personal qualities (for both profiles)

- Strong problem-solving skills and the ability to think critically and advise stakeholders accordingly.
- Excellent communication and interpersonal skills, with the ability to work effectively both independently and as part of a team.
- Ability to establish, develop and nurture relations with internal and external stakeholders, negotiate and demonstrate diplomacy skills.
- Strong organisational and coordination skills including project management.
- Strong sense of responsibility, commitment and cooperation.
- Aptitude for working in a multidisciplinary, multicultural and fast paced environment.

In addition, the successful candidate should hold or be in a position to obtain personal security clearance at the level of **SECRET UE/EU SECRET**.

The successful candidate should also act and abide by ENISA's core values. An outline of the ENISA's core values as well as a full description of the ENISA's competencies is available [here](#).

5. SELECTION PROCEDURE

A Selection Board is appointed by ENISA Executive Director. The name of the Selection Board members (and/or observers if applicable) are published on the ENISA website once established. It is strictly forbidden for the candidates to make any contact with the Selection Board, either directly or indirectly. Any infringement to this rule will disqualify the candidate from the competition.

The selection procedure comprises of three consecutive phases:

5.1 PHASE 1 – PREPARATORY PHASE & SCREENING OF APPLICATIONS

Each Selection Board member (including the observer) signs a declaration with regard to confidentiality. The Selection Board's work and deliberations are bound by the principle of confidentiality as per Article 6 of Annex III of Staff Regulations. The Selection Board adheres strictly to the conditions of admission laid down in the vacancy notice.

Before having access to candidates' applications, the Selection Board pre-decides on the assessment methodology under each stage of the selection process: expected indicators and marks on how candidates' applications will be assessed, interview and written test questions and duration, expected indicators for the respective assessments, along with the reserve list ceiling.

Once having the access to applications, the members of the Selection Board fill in a declaration with reference to conflict of interest and confirm that they have no conflict of interest or bias whatsoever with regard to the individual candidates.

All applications received are verified against the eligibility criteria set in the vacancy notice.

¹⁸ <https://www.isaca.org/credentialing/cisa>

¹⁹ <https://www.isaca.org/credentialing/crisc>

²⁰ <https://www.eccouncil.org/train-certify/certified-ethical-hacker-ceh/>

5.2 PHASE 2 - EVALUATION OF APPLICATIONS

Only eligible candidates will be further assessed by the Selection Board against the selection criteria outlined in the vacancy. Candidates admitted to a previous selection procedure will not be automatically eligible.

The selection process will be based on assessment of candidates' merits against the criteria outlined in the vacancy. Therefore, candidates are recommended to give evidence of their knowledge, professional experience by specific examples and/or detailed professional experience, specific skills, knowledge and competencies in their application, in order to be evaluated in the best possible way. Selection will be made solely on the basis of the candidate's information provided in the application.

The Selection Board will carry out an objective assessment of the candidates' merits. Should the Selection Board discover at any stage in the procedure that the candidate does not meet one or more of the general or special conditions for admission to the selection procedure or that the information on the application form does not correspond with the supporting documents, the candidate will be disqualified.

5.3 PHASE 3 – SHORTLISTING

The applicants who obtained the highest number of evaluation points in phase 2, are invited to undertake a written assignment and/or an elaborated talent screener form, aimed at assessing the practical application of the experience and knowledge of the candidates.

Candidates may be further invited to an interview on the basis of the evaluation results obtained for their written assignments. Candidates shall be informed that interviews and other assignments may be organised online. Specific instructions will be provided to shortlisted candidates.

An outcome notification will be provided to all candidates not-invited for the interview phase.

The written assignments and interviews are conducted in English. In case English is the mother tongue of an applicant, some interview questions may be asked in the language they indicate on the application form as their second EU language. Candidates invited for an interview will be required to submit electronically relevant supporting documentation demonstrating their educational qualifications and work experience. Shortlisted candidates may also be required to provide work-related references upon request of the Agency.

5.4 RESERVE LIST

The activity of the Selection Board ends with the drawing of a reserve list of applicants. The reserve list shall be ranked according to the final results obtained by the applicants. Should the Agency need to recruit candidates from the reserve list, they would be approached in accordance of their ranking. However, candidates should note that inclusion on the reserve list does not guarantee recruitment.

In addition, reserve listed candidates may be asked to undergo a second interview prior to any recruitment for which they will be informed in advance.

The reserve list will be valid until **31/12/2026**. Candidates invited to an interview will be informed by e-mail whether or not they have been placed on the reserve list. Upon completion of the selection procedure, all candidates will receive an outcome letter.

The Authority Empowered to Conclude Contracts (ED) will ultimately decide on the successful candidate to be appointed to the post, based on the needs of the Agency. The appointed candidates will be asked to fill a specific form informing the Appointing Authority of any actual or potential conflict of interest²¹.

If a letter of intention is issued, the candidate must undergo a compulsory medical examination to establish that he/she meets the standard of physical fitness necessary to perform the duties involved and the candidate must provide original or certified copies of all relevant documents.

5.5 SELECTION PROCEDURE TIMELINES

The Agency manages its selection procedures depending on the availability of the Selection Board members. It is envisaged that the interviews and potential other written assignments will take place in Q1 2024 (ranging between January-February 2024). Please note that the selection process may take some time to be completed and that no information will be released during this period. The selection procedure status will be displayed on [ENISA career page](#) and applicants are requested to visit regularly the page for update on the procedure.

Due to the Agency's operational requirements, the successful candidate will be required to be available at the shortest possible notice.

6. SUBMISSION OF APPLICATIONS

Candidates must clearly indicate the profile they submit their applications for (Profile A or Profile B). Candidates can not submit applications for both profiles.

To apply for this call of expression of interest, please use ENISA's e-recruitment system, complete all required sections of the application and submit it. ENISA does not accept applications submitted by e-mail, mail or any other means. The application must be submitted in English language, which is the working language of ENISA.

Candidates must send their application within the set deadline. In order to be considered, applications must be received by 23:59:59 EET (Greek time (CET+1)) on the closing date. Once you have submitted your application, you will receive an automatic e-mail message confirming receipt of your application. Please ensure that the email address you provide for your applicant account is correct and that you check your email and spam/junk folders regularly.

Applicants are strongly advised to submit their applications well in advance of the deadline, since heavy internet traffic or fault with the internet connection could lead to difficulties in submission last minute. ENISA cannot be held responsible for any delay related to internet connection issues etc.

At this stage of the selection procedure candidates are not required to send any additional supporting documents with the application (i.e.: copies of your ID-card, educational certificates, evidence of previous professional experience etc.)

7. CONDITIONS OF EMPLOYMENT

The successful candidate (s) will be recruited as member of the contractual staff, pursuant to Article 3a) of the Conditions of Employment of Other Servants of the European Union. The initial contract will be concluded for a period of 2 years. The contract may be renewed for a further fixed duration, in line with the interest of the service

²¹ In compliance with Article 11 of the Staff Regulations of Officials and Conditions of Employment of Other Servants of the European Union.

and business needs arising at the time. Any further renewal shall be for an indefinite duration. The appointment will be in Function Group IV.

Successful candidates who are offered a contract of employment will be graded on entry into service in step 1 of the relevant grade 13, 14 or 16. The grade will be determined in accordance with the number of years of professional experience of the successful candidate. In addition, successful candidates, who are recruited shall undergo an initial probation period of 9 months.

Due to the Agency's operational requirements, the successful candidate will be required to be available at the shortest possible notice.

The summary of the financial entitlements is available [here](#):

Successful candidates who have been recruited to a post at ENISA are required to furnish a valid certificate of good conduct before the start of their employment. The certificate of good conduct must be provided to ENISA prior to the signature of the employment contract. The certificate of good conduct must be issued by the relevant authorities of the country of nationality of the candidate and must not be older than three months at the time of submission to ENISA. ENISA reserves the right not to proceed with the signature of the contract based on the content of the certificate or if the candidate fails to provide the certificate to ENISA.

The certificate of good conduct does not substitute a valid security clearance required for ENISA staff.

Candidates must either hold or be in a position to obtain personal security clearance at the level of **SECRET UE/EU SECRET**. Failure to obtain the requisite security clearance in reasonable time may be cause for termination of the employment contract. ENISA may at any time terminate the employment contract if the result of the security screening is not positive and the necessary clearance level is not granted or extended.

8. EQUAL OPPORTUNITY

As a European Union Agency, ENISA is committed to providing equal opportunities to all its employees and applicants for employment. As an employer, ENISA is committed to ensuring gender equality and to preventing discrimination on any grounds. It actively welcomes applications from all qualified candidates from diverse backgrounds, across all abilities, without any distinction on any ground such as sex, race, colour, ethnic or social origin, genetic features, language, religion or belief, political or any other opinion, membership of a national minority, property, birth, disability, age, marital status or other family situation or sexual orientation, and from the broadest possible geographical basis amongst the EU Member States. In particular, ENISA encourages the applications of women for the positions where they are currently under-represented.

If you have a disability or medical condition that may hinder ability to sit the interview or written test, please indicate this in your application and let us know the type of special arrangements you need. If the disability or medical condition is developed after the deadline for the applications, you must notify us via email recruitment@enisa.europa.eu. Overall, ENISA strives to select, recruit, develop and retain, diverse talent workforce.

9. REQUESTS, COMPLAINTS AND APPEALS

Candidates who consider that their interests have been prejudiced by any decision related to the selection procedure can take the following actions:

9.1 REQUESTS FOR FEEDBACK:

Candidates to a selection procedure can request feedback regarding their results **within 15 working days** from the communication of their results. They should expect to receive an answer from ENISA at the latest within 15 working

days from the request. Please note that the request for feedback does not extend the deadlines to submit a request for internal review or administrative complaint under Article 90(2) of the Staff Regulations.

Candidates should send an email to the following email address recruitment@enisa.europa.eu by clearing indicating on the subject line: "Request for feedback of (name of candidate) for the vacancy notice reference number (vacancy notice reference number)" and clearly state their request on the content of the email.

9.2 REQUESTS FOR INTERNAL REVIEW OF THE DECISIONS TAKEN BY THE SELECTION PANEL:

Candidates who feel that an error has been made in relation to their non-admission to the selection procedure (i.e., not eligible) or to their exclusion from the selection procedure (i.e. not invited for an interview/written test) may request a review **within 10 calendar days** from the date on which they are notified about the decision. Requests for internal review may be based on one or more of the following reasons:

- i) a material irregularity in the competition process.
- ii) non-compliance, by the Selection Board or ENISA, with the Staff Regulations and relevant implementing rules, the vacancy notice, its annex and/or case-law.

Please note that candidates are not allowed to challenge the validity of the Selection Board's assessment concerning the quality of their performance in a test or the relevance of their qualifications and professional experience. This assessment is a value judgment made by the Selection Board and disagreement with the Selection Board evaluation of the tests, experience and/or qualifications does not prove that it has made an error. Requests for review submitted on this basis will not lead to a positive outcome.

Candidates should send an email to the following email address recruitment@enisa.europa.eu by clearing indicating on the subject line: "Request for internal review (name of candidate) for the vacancy notice reference number (vacancy notice reference number)". The candidates shall clearly indicate the decision they wish to contest and on what grounds. **Requests received after the deadlines will not be taken into account.**

Candidates having requested a review will receive an acknowledgment of receipt within 15 working days. The instance which took the contested decision (either the Selection Board or ENISA) will analyse and decide on the requests and candidates will receive a reasoned reply in accordance with ENISA Code of good administrative behaviour as soon as possible. If the outcome is positive, candidates will be re-entered in the selection procedure at the stage at which they were excluded regardless of how far the selection has progressed in the meantime.

9.3 ADMINISTRATIVE COMPLAINTS:

Candidates to a selection procedure, who consider they have been adversely affected by a particular decision of the Selection Board²² have the right to lodge an administrative complaint, within the time limits provided for, under Article 90(2) of the Staff Regulations to the Executive Director of ENISA. A complaint can be submitted against any decision, or lack thereof, that directly and immediately affects the legal status as candidate. Candidates should note that a complaint to the Executive Director against a decision of the Selection Board cannot result in overturning a value judgment made by the latter related to the scores given to candidates' assessment of the relevance of candidates' qualifications and professional experience and of their performance in a test.

Candidates shall submit an email to the following email address recruitment@enisa.europa.eu by clearing indicating on the subject line: "Complaint under Article 90(2) of the SR of (name of candidate) for the vacancy notice reference number (vacancy notice reference number)". Complaints shall be addressed to the Executive Director of ENISA, Ethnikis Antistaseos 72 & Agamemnonos 14, Chalandri 15231, Attiki, Greece. The complainant shall indicate clearly the decision she/he wishes to contest and on what grounds. Complaints received after the deadline will not be taken into account.

²² Assessment of the candidate interview and written test performance and therefore not being retain on the reserve list.

9.4 JUDICIAL APPEALS:

Should the complaint under article 90(2) be rejected, candidates to a selection procedure have the right to submit a judicial appeal to the General Court, under Article 270 of the [Treaty of the Functioning of the European Union](#) and Article 91 of the [Staff Regulations of Officials and Conditions of Employment of Other Servants of the European Union](#). Please note that appeals against decisions taken by ENISA will not be admissible before the General Court unless an administrative complaint under Article 90(2) of the Staff Regulations has first been submitted and rejected by express decision or by implied decision.

The General Court has consistently held that the wide discretion enjoyed by Selection Boards is not subject to review by The General Court unless rules which govern the proceedings of Selection Boards have been infringed. For details of how to submit an appeal, please consult the website of the Court of Justice of the European Union: <http://curia.europa.eu>

9.5 EUROPEAN OMBUDSMAN:

All EU citizens and residents can make a complaint to the European Ombudsman pursuant to Article 228 (1) of the [Treaty on the Functioning of the European Union](#) as well as the [Statute of the Ombudsman](#) and the implementing Provisions adopted by the Ombudsman under Article 14 of the Statute. Before submitting a complaint to the Ombudsman, candidates must first make the appropriate administrative approaches to the institutions and bodies concerned.

Please note that complaints made to the Ombudsman have no suspensive effect on the period laid down in Articles 90 (2) and 91 of the [Staff Regulations](#) for lodging complaints or for submitting appeals to the General Court pursuant to Article 270 of the [Treaty of 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 Ombudsman must be preceded by the appropriate administrative approaches to the institutions and bodies concerned.

For details of how to submit a complaint, please consult the website of the European Ombudsman: <http://www.ombudsman.europa.eu>

10. DATA PROTECTION

All personal data shall be processed in accordance with Regulation (EU) No 2018/1725 of the European Parliament and of the Council (OJ L 295, 21.11.2018, p. 39–98) 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. ENISA is supervised by EDPS, <http://www.edps.europa.eu> . For any further enquiries you may contact the Data Protection Officer at: dataprotection@enisa.europa.eu

Candidates are invited to consult the [privacy statement](#) which explains how ENISA processes personal data in relation to recruitment selections.