

CALL FOR EXPRESSION OF INTEREST FOR CONTRACT AGENTS FGIII FACILITY AND SECURITY ASSISTANT (CA/FGIII) REF. ENISA-CA-FGIII-2025-04

Type of contract	Contract Agent
Function Group and grade	FGIII
Duration of contract	4 years (renewable)
Area	Corporate Support Services Unit
Place of Employment	Athens, Greece
Probation period	9 months
Reserve list	31/12/2028
Deadline for applications	07/10/2025 at 23:59:59 hrs EET (CET ¹ +1)

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 citizens².

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.

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/>.

¹ Central European Time Zone.

² Regulation (EU) 2019/881 - Cybersecurity Act: <http://data.europa.eu/eli/reg/2019/881/oj>

2. THE UNIT

The Corporate Support Services Unit (CSS) of ENISA is responsible to implement the corporate objective “Build an agile organisation focused on people” and support the Agency activities, pursuant to Chapter II of Regulation (EU) 2019/881 - Cybersecurity Act (CSA).

The underlying mission of the CSS is to help ensure the seamless functioning of the Agency, support the Executive Director, and provide efficient corporate support services for all operational units, staff members and, when relevant, offer services to other EU bodies and agencies under joint corporate service frameworks. The unit is also responsible for implementing ENISA’s corporate and HR Strategy 2023-2028 as adopted by the Management Board in 2023.

The unit is undergoing a business transformation via modernising its services vis-à-vis market practices, reengineering its processes, analysing and reviewing policy and legal framework, outsourcing services and enhancing digitalisation and change management in order to promote self-service functionalities, process optimisation and efficiency gains. The unit aspires to build further on the business partnering concept throughout its services and further enhance alignment with the strategic and business objectives of the Agency.

The new way of working is centred around services rather than silo-profiling or product delivery profiling. The CSS unit is committed to providing a one-stop shop for all services within its extensive portfolio, including HR, Budget, Finance, Procurement, IT, Security, Facility & Event Management and Legal. This transformation aligns with a global business model, emphasising XaaS (Anything as a Service), shifting historically siloed activities into a holistic, service-based approach as a one-stop-shop.

The unit is facing important developments on critical areas such as sustainability, modernisation, collaboration and cooperation as well as building partnerships and transitioning from an administrative function to a service delivery model entity.

3. THE JOB

ENISA is looking to draw a reserve list of candidates for the upcoming SPD period 2025-2028 for the profile of Facility and Security Assistants to support the Corporate Support Services Unit activities.

At the moment ENISA aims to fulfil 1 post as a priority. As needs arise, ENISA will search the pool of reserve list candidates and select those that are appropriate to its needs. The established reserve list may be used to cater for other Agency wide staffing needs.

The key responsibilities and tasks are outlined below:

- **Facility & security operations:**

Coordinate and implement day-to-day facility and security activities across ENISA locations, in line with internal policies. Oversee, manage and coordinate building maintenance, asset inventory, inspections, and application of ENISA security standards, in close cooperation with the Security Authority.

- **Health, safety & protocol management:**

Ensure health and safety compliance with EU and Host State regulations. Provide First Aid support and safety training as needed. Coordinate protocol activities for VIP visits and drive senior dignitaries or leadership when required.

- **Events & logistics coordination:**

Support ENISA events by coordinating all facility and security-related logistics. Liaise with Host State authorities and manage internal databases related to security clearances and event protocols. Coordinate logistics and other service requirements of ENISA event activities.

- **Service planning & business continuity:**

Support the planning and delivery of facility, security, and soft services, ensuring full-service rotation, continuity of operations, and alignment with the annual work plan. Manage soft service framework contracts and budget, follow up on SLAs and KPIs and oversee & coordinate external workforce operations & service provision.

- **Strategic, administrative & external support:**

Assist the Head of Corporate Services Unit or delegated Head of Sector in implementing the Unit's multi annual and annual work plan. Manage and report on related budgets, contracts, and services. Maintain productive relationships with external stakeholders and proactively identify opportunities for improvement. Liaise with Host State Ministries for ENISA Host State matters.

- **Other duties**

Perform any other duties in the interest of the service as assigned by the Head of Unit.

4. QUALIFICATIONS AND EXPERIENCE REQUIRED³

4.1 ELIGIBILITY CRITERIA

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

- Be a national of one of the Member States of the European Union⁴;
- Be entitled to their full rights as a citizen⁵;
- Have fulfilled any obligations imposed by the applicable laws concerning military service;
- Produce appropriate character references as to their suitability for the performance of the duties;
- Be physically fit to perform the duties linked to the post⁶;
- A level of post-secondary education attested by a diploma⁷ OR a level of secondary education, attested by a diploma⁷ giving access to post-secondary education, and appropriate professional experience of at least three years;
- 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 their duties⁸.

³ Candidates must satisfy ALL the eligibility criteria on the closing date of the applications. 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 the application form 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.

⁴ 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.

⁵ 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.

⁶ 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.

⁷ 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. Diplomas awarded in the UK 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 applications.

⁸ 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](#). 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.

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 screening questions. 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

- Demonstrated experience and/or knowledge in facility management, security operations, health and safety, and/or logistics coordination and providing VIP & dignitaries service in a public or international organisation context;
- Proven ability to manage operational projects, develop plans, and implement procedures in compliance with legal, financial, and security frameworks (e.g. permit management, inspections, contractor oversight, framework contracts and service providers, ABAC assets, EMAS audits, EU financial and procurement rules, Seat Agreements etc);
- Experience in maintaining effective and constructive relationships with internal teams, service providers, and Host State authorities;
- Professional training certification such as (but not limited to): Facility Management Professional, ServiceNow System Administrator, Physical Security Professional or similar.
- Strong command of English (oral and written) at minimum C1 level, with the ability to communicate clearly, diplomatically, and professionally in diverse settings.

Personal qualities & Core competencies

- **Adaptability & growth orientation:**
Manage projects with a proactive and agile mindset, embrace change, learn from experience, be able to foresee risks and propose solutions;
Demonstrate continuous development and resilience in evolving operational contexts, staying abreast of developments in the field;
Self-motivated and reliable, capable of independently managing complex tasks and taking ownership of responsibilities, while exercising sound judgement;
Business acumen, understanding of business requirements, and ability to advise based on relevant frameworks.
- **Collaborative & service focus:**
Build trust, support a positive work environment, respond to stakeholder needs with a solutions-oriented mindset, maintain confidentiality, diplomacy and discretion and professionalism at all times, with a positive and caring approach;
Proactively take actions and explore solutions that are in line with the vision of the unit and the standards of ENISA.
- **ENISA competences requirements:**
 - **Cybersecurity technical competence:** Foundation
 - **Network and community development:** Foundation
 - **Data analytics and reporting:** Foundation
 - **Policy advising:** Foundation
 - **Communication:** Foundation

In addition, the successful candidate should 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 competences** is available [here](#).

NB: Candidates are advised to demonstrate with concrete examples in their application how they possess the core competences at the required level.

5. SUBMISSION OF APPLICATIONS

To apply for this vacancy, 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 the 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 7 October **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.).

For any questions on the recruitment process or other technical issues, feel free to reach out via email to recruitment@enisa.europa.eu.

6. SELECTION PROCEDURE

A Selection Board is appointed by the 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:

6.1 PHASE 1 – PREPARATORY PHASE & SCREENING OF APPLICATIONS

Each Selection Board member (including the observer(s), should there be any one) 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 and thresholds 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.

6.2 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 the assessment of candidates' merits against the criteria outlined in the vacancy. Therefore, candidates are recommended to give evidence of their knowledge and 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 and the talent screening questions.

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.

6.3 PHASE 3 – SHORTLISTING

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

Candidates shall be informed that interviews and written tests or assignments may be organised online⁹. Specific instructions will be provided to shortlisted candidates.

An outcome notification will be provided to all candidates not-invited to the next 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.

6.4 RESERVE LIST

The activity of the Selection Board ends with the drawing of a reserve list of suitable applicants to occupy the position advertised. The reserve list is unranked and is drawn alphabetically. Candidates should note that inclusion in 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 interview will focus on the specific match of the candidate for the specific post covering the related motivation, and relevant technical and behavioural competencies.

The reserve list will be valid until **31/12/2028**. 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 interest¹⁰.

If a letter of intention is issued, the candidate must undergo a compulsory medical examination to establish that they meets the standard of physical fitness necessary to perform the duties involved and the candidate must provide original

⁹ Additionally, candidates shall be informed that the written test may be organised by a third party online and/or may be proctored.

¹⁰ In compliance with Article 11 of the Staff Regulations of Officials and Conditions of Employment of Other Servants of the European Union.

or certified copies of all relevant documents that prove the educational and professional qualifications stated in their application.

6.5 SELECTION PROCEDURE TIMELINES

The Agency manages its selection procedures depending on the availability of the Selection Board members and its resource capacity. It is envisaged that the interviews and potential other written assignments will take place in Q4 2025. 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's 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.

7. CONDITIONS OF EMPLOYMENT

The successful candidate(s) will be recruited as member(s) 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 (or it is estimated to be) concluded for a period of 4 years. The contract may be renewed, in principle, for a period of 4 years. Any further renewal shall be for an indefinite duration. The appointment will be in Function Group FGIII.

Successful candidates, who are offered a contract of employment, will be graded on entry into service in step 1 of the relevant grade (8, 9 or 10). 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 candidates included in this reserve list may be offered an engagement under the conditions stipulated in Article 3a of the CEOS for Contract Staff, and/or may be offered an employment contract of a shorter duration and/or in a different location (Athens or Brussels) than the one stated in the vacancy notice, in accordance with the business needs and subject to agreement with the candidate. In this case, the Agency will contact the candidate in the reserve list and ask their interest.

The salaries of staff members are subject to a Community tax deducted at source. They are exempt from national tax on salary and are members of the Community social security and pension schemes.

The summary of the financial entitlements is available under "BENEFITS" [here](#).

For additional information about salaries, deductions and allowances please consult the [Staff Regulations of Officials and the Conditions of Employment of Other Servants of the European Union](#).

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.

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, color, 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 to 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 10 calendar 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 clearly indicating on the subject line: "Request for feedback of (name of candidate) for the vacancy notice reference number (vacancy notice reference number)" and clearly stating their request on the content of the email.

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

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 clearly 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's 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 Board,¹¹ 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 a 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 their 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 clearly 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 they wish to contest and on what grounds. Complaints received after the deadline will not be taken into account.

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.

¹¹ Assessment of the candidate interview and written test performance and therefore not being retain on the reserve list.

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.