

DIGITAL COMMUNICATION OFFICER VACANCY NOTICE

Contract agent - function group III

Are you ready for your next big challenge?

The European Training Foundation (ETF) is seeking a digital communication officer to share its knowledge with the international community.

As part of the Strategic Communication team, you will be contributing to the development and implementation of the ETF communication strategy by supporting the maintenance and curation of the ETF's digital communication platforms and network spaces.

If you are passionate about digital communication and interested in education, training and development issues, at the ETF you will have the opportunity to make a difference in a dynamic professional environment.

What is the ETF?

The ETF is an EU agency based in Turin, Italy. It helps transition and developing countries harness the potential of their human capital through the reform of education, training, and labour market systems, in the context of EU external relations policies.

We support countries bordering the EU to improve their vocational education and training systems, analyse skills needs, and develop their labour markets. By doing so, we help them to improve social cohesion and achieve more sustainable economic growth, which in turn benefits EU Member States and their citizens by improving economic relations.

What are we offering?

Type of contract: Contract agent – function group III

Contract duration: 3 years, renewable, subject to a probation period

Typical salary for a single employee, with three years of relevant professional experience: circa € 2,390 net/month; or for an employee, with three years of relevant professional experience, expatriation allowance and one dependent child: circa € 3,510 net/month.

What will you do and how will you work?

As a digital communication officer, you will work closely with other experts and team members. You will develop productive and cooperative relationships both within the ETF and externally. You will use oral and written communication skills with different stakeholders. You are highly organised and an open-minded, enthusiastic and pro-active team worker.

You will be responsible for:

- Supporting the development, maintenance and curation of the ETF's digital communication platforms and network spaces including:
 - Supporting the technical and functional system and user experience design of the ETF's digital communication platforms, including designing information architecture, interaction flows and the user journey
 - Advising on search engine optimisation and web content usability practice
 - Overseeing the digital communication product roadmap as well as project and release delivery
 - Following up on digital communication product backlog progress, continuous updates, testing and technical and user experience criteria
 - Producing and verifying wireframes and user interface design
 - Assessing the effectiveness of the user experience (Google analytics / other reporting tools)
- Supporting digital communication content production and curation
- Supporting online platforms and communities
- Assisting in the visualisation of communication material in different digital formats (news articles, blogs, editorials, newsletter articles, social media posts, videos, learning materials) for different channels (web, digital platforms, audio-visual, social media, etc.)
- Assisting in the management of internal and external knowledge products repositories
- Developing, updating and curating digital communication materials in line with the ETF corporate visual identity (presentations, leaflets, infographics, etc.) across ETF projects, networks and at corporate level

Who is eligible?

To be considered eligible, you must satisfy the following requirements on the closing date for the submission of the applications:

- 1 Be a national of one of the Member States of the European Union
- 2 Enjoy full rights as a citizen
- 3 Have fulfilled any obligations imposed by law concerning military service
- 4 Be physically fit to perform the duties linked to the post
- 5 Have a level of post-secondary education attested by a diploma

or

Have a level of secondary education attested by a diploma giving access to post-secondary education and at least three years of appropriate professional experience after that diploma.

Only diplomas that have been awarded in EU Member States or that are the subject of equivalence certificates issued by the authorities in the said Member States shall be taken into consideration.

- 6 Have a thorough knowledge (level C1 in all dimensions as per the Common European Framework of Reference for Languages or CEFRL) of one of the languages of the Union and have a satisfactory knowledge (level B2 in all dimensions as per the CEFRL) of another language of the Union, to the extent necessary for the performance of the duties.

Who are we looking for?

The selection criteria are as follows:

Professional experience

- A minimum of three years - over the last five years - of professional experience in the digital communication field - as per the section: What will you do and how will you work?

Good technical skills

- Technical communication skills in:
 - user experience and user interface design
 - HTML and CSS
 - content management systems and search engine optimisation
 - online networking and community management support
 - visual design
 - ability to use visual design tools (Adobe Creative Cloud)
- Familiarity with social media platforms, media monitoring tools, analytics, and measurement techniques
- Ability to adapt information, analysis and data from projects for different audiences in different digital formats
- Analytical skills
- English: level C1 in all dimensions as per the CEFRL

Very good soft skills in

- Adaptability and flexibility
- Accuracy and detail orientation
- Time management and prioritization
- Oral and written communication

Soft skills matching ETF values

- Service orientation
- Innovation and creativity
- Integrity and respect
- Accountability for own actions
- Working together

Assets

- Certification or continuous development in digital communications
- Knowledge of EU and global policies in human capital development
- Knowledge of Drupal
- Arabic, French or Russian: level B2 in all dimensions as per the CEFRL

How do you submit your application?

The **closing date** for the submission of applications is **10 January 2023 at 23.59 (Turin time)**.

You are invited to send your application via the ETF website, under “about” and then “recruitment” sections.

You are strongly advised not to wait until the last day to submit your application since heavy internet traffic or a fault with the internet connection could lead to difficulties in submission. The ETF cannot be held responsible for any delays to your application due to such difficulties.

Formal requirements

You must provide **all the documents** mentioned below, **by the closing date**, preferably in English:

- a cover letter of one page maximum, explaining why you are interested in the position
- a curriculum vitae using the [Europass CV format](#).

Please note that only applications submitted online through the ETF website, in line with the formal requirements mentioned above, will be accepted for the selection process.

What is the selection process?

Board

A board is appointed by the ETF Director. Its composition is published on the ETF website together with the vacancy notice.

The board's work and deliberations are strictly confidential and any contact with its members is not allowed. Contacting them constitutes grounds for disqualification from the procedure.

The selection process comprises four consecutive phases.

Phase 1 – Screening of applications against eligibility criteria

Applications meeting all the eligibility criteria and formal requirements move to the next phase.

Nota bene: documents proving eligibility will be requested to selected candidates and assessed before employment. Please refer to the section “What is following the selection process?” for further information.

Phase 2 - Selection for interviews and written tests

On the basis of the information provided in the curriculum vitae, the board will assess the applications against the professional experience, technical skills and assets. Please refer to the section “Who are we looking for?”.

The candidates presenting the most appropriate applications will be invited to attend an interview and written tests. It is expected that around six candidates will be invited.

As ETF expects a high number of applications, only short-listed candidates will be contacted by the HR Officers. This is expected to take place in [January 2023](#).

Phase 3 – Interviews and written tests

The board will assess the candidates' professional experience and skills required for the position and for Contract Agents of the EU through an interview and written tests. At least one part of the tests will be evaluated anonymously. The interviews and written tests will be held primarily in English.

Upon completion of this phase, the board will put forward to the ETF Director a proposal for the appointment of the suitable candidate considered the most in line with the professional experience, skills and assets. Whenever more than one candidates is considered suitable, the board may propose a list to the ETF Director.

Suitable candidates shall have reached at least:

- 70% of the points allocated to soft skills, and
- 70% of the points allocated to technical skills and relevant professional experience.

This phase is expected to take place in [February 2023](#). It will be organised remotely.

Phase 4 – Appointment

Having assessed the proposal made by the board, the ETF Director will appoint the candidate s/he considers the most suitable for the position. It is expected that the successful candidate will take up duties on [1 May 2023](#).

Establishment of a reserve list

The Director may also decide to establish a reserve list of the other suitable candidates. The list will be valid until 31 December 2023. Its validity may be extended by decision of the Director. Inclusion in the list does not guarantee a job offer. When a position becomes vacant or needs to be covered, the Director may offer a job to a candidate in the list whose profile best matches ETF needs at that time. The contract duration could vary according to the needs of the ETF.

What is following the selection process?

The appointed candidate will be offered a contract of employment. The ETF will be bound to the contract of employment offered **only** where the candidate, prior to the contract signature, has:

- provided proof that s/he is meeting all eligibility criteria. To this aim, s/he has to:
 - provide original or certified copies of all relevant documents, including a clean police record
 - undergo a medical examination that establishes s/he meets the standard of physical fitness necessary to perform the duties involved
- informed the ETF of any actual or potential conflict of interest and has been considered as having no personal interest such as to impair his/her independence or any other conflict of interest.

Contract of employment

The contract of employment offered to the appointed candidate is of a fixed duration of three years. It is subject to a probationary period of nine months.

Contract agent contracts are in accordance with article 3(a) of the Conditions of Employment of Other Servants (CEOS) of the European Union. Under this type of contract, the employee is bound by the CEOS as well as the relevant Implementing Rules.

Salary and benefits

Depending on their personal situation, staff members may be entitled to various allowances such as expatriation allowance, household allowance, dependent child allowance, education allowance, etc. The salary is subject to a Community tax deducted at source and staff members are exempt from national taxation.

Candidates in the reserve list

Candidates in the reserve list may be contacted by the ETF to renew their interest in staying in the list, to state their availability and to provide an up-dated curriculum vitae.

Additional information

The documents provided during the recruitment procedure will not be returned to candidates but will be kept on file at the ETF for as long as necessary and then destroyed. EU legislation on personal data protection and confidentiality of information will apply to all personal data collected for this procedure. More information is available in the [Privacy statement](#) on the ETF website.

Candidates who consider that their interests have been prejudiced by any decision related to the procedure can lodge a complaint following the instructions available on the [ETF website](#).