



Are you looking for  
an impactful position with a vibrant organisation which shapes EU policies?  
Then Cedefop is looking for your application

## STAKEHOLDER ENGAGEMENT AND COMMUNICATION OFFICER

Type of contract and grade	Temporary Agent 2f <sup>(1)</sup> , AD 6 <sup>(2)</sup>
Initial contract duration	5 years (renewable)
Place of employment	Thessaloniki, Greece
Reference	Cedefop/2024/03/AD
Deadline for applications	20 November 2024 - 13:00 Greek time (CET+1)

### 1. Who are we?

Cedefop is the European Union's reference centre for vocational education and training (VET), skills and qualifications. Our mission as an EU agency is to provide research and policy analysis to support the development of European VET policies and to contribute to their implementation. More than ever, skills and VET play a crucial role at the intersection of different policy areas to accompany economic, demographic and social changes, including the digital and green transitions, and to address issues like labour market integration and employability of EU citizens. This is where we are committed and dedicated to providing pan-European expertise, services and tools that make a difference.

To learn more about Cedefop's work, please visit [Cedefop's website](#), and [Cedefop's Programming Document](#).

### 2. Is this job for you?

If you are a highly motivated professional, excited to foster strong relationships with key Cedefop stakeholders, including at highest EU level, create compelling stories across various

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(1) [Staff Regulations of Officials and the Conditions of Employment of Other Servants of the European Union](#)

(2) Should the successful candidate currently hold a Temporary agent 2(f) contract and qualify for a transfer under the terms of the CEOS, the band width for this position which can be accommodated is AD6-AD7.

channels, and enhance Cedefop's visibility and leading role in VET, then this job may be the right match for you. The job provides an opportunity to make a difference in the EU policy arena, as well as continuously grow and develop as professional by networking and acquiring new knowledge and expertise.

The successful candidate will report directly to the Head of the Department for Communication and will work in a multi-cultural and multidisciplinary team.

With this vacancy notice, Cedefop aims to fill one position. Other successful candidates will be placed on a list of suitable candidates and may be offered a position as the need arises in the Agency.

To learn more about Cedefop organisation, please see [Cedefop's organisational chart](#).

### 3. Key responsibilities of the position

- **Relationship building:** build, maintain and strengthen relationships with stakeholders to best meet their evolving needs and to mobilise synergies and influence decisions making.
- **Stakeholders' monitoring and engagement:** keep track of stakeholders by mapping and recording relevant activities, monitor stakeholder needs to adapt Cedefop engagement strategies.
- **Compelling message creation:** develop written and multimedia content with compelling messages, tailored to different audiences and channels to maximise impact and create new opportunities.
- **Advisory role:** act as communications advisor, identify and promote key messages and communications solutions, in close cooperation with various teams in the Agency.
- **Content development:** play a leading role in the creation of various communication materials for external and internal audiences (e.g. newsletters, infographics, audiovisuals, etc.).
- **Editor in chief:** coordinate the production of content to ensure the consistency of Cedefop's website.
- **Internal communication:** in cooperation with the HR service, monitor the implementation of Cedefop's internal communication strategy, and adapt it to respond to evolving needs and changing realities.

### 4. Cedefop as an employer of choice

We offer a vibrant multicultural work environment with project- and team-based, multidisciplinary approach.

Our actions are inspired by our core values:

- **proactive and responsive:** we deliver relevant, high-quality and timely evidence, expertise and tools, addressing our stakeholders' and users' needs, building inclusive partnerships, cooperating with other key players to tap synergies and avoid duplication and proactively supporting EU policy objectives.
- **well-run and ambitious:** we are an efficient and compliant Agency that is committed to transparency, scientifically sound research and analysis and the highest standards

of ethics and integrity. We empower and engage our staff and continuously improve our processes.

- **open-minded and adaptable:** we develop new ideas, embrace change and innovation, and view European Union values founded on human dignity, freedom, democracy, equality, the rule of law and respect for human rights as fundamental in all our activities.

We believe in, and foster, equality and diversity and are committed to providing equal opportunities to all employees and applicants for employment and to preventing discrimination on any grounds. We would like the diversity of our talent pool to be representative of the diversity of the EU citizens we serve. We actively welcome 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.

We place high importance on the professional development of our staff and offer diverse learning opportunities in-house and externally.

We value the well-being and work-life balance of our staff and offer flexible working arrangements, hybrid working and part-time working possibilities.

To learn more about Cedefop's working conditions, refer to the dedicated [guide](#). The salary grid is available [here](#).

## 5. Eligibility

Based on the requirements of the regulatory framework, for your application to be considered eligible, you must fulfil all the following requirements on the closing date for submission of applications:

**Nationality:** Be a national of one of the Member States of the European Union.

**Citizen rights:** Enjoy full rights as a citizen.

**Military service:** Have fulfilled any legal obligations concerning military service.

**Physical fitness:** Be physically fit to perform the duties relating to the post <sup>(3)</sup>.

**Education and professional experience:** have a level of education which corresponds to completed university studies of at least 3 years attested by a diploma <sup>(4)</sup> plus a total appropriate professional experience of at least 3 years acquired after having obtained the 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.

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<sup>(3)</sup> Before appointment, the successful candidate must undergo a medical examination.

<sup>(4)</sup> Before inclusion in a list of suitable candidates or appointment, the EQF level of the degree giving access to the post must be checked/certified.

**Language skills:** Have a thorough knowledge <sup>(5)</sup> of one EU language and a satisfactory knowledge <sup>(6)</sup> of another EU language as required for the performance of the duties.

## 6. Preselection phase

### 6.1 *Exclusion (yes/no) preselection criteria*

For your application to be considered further, you must meet the following criteria:

- a university degree <sup>(7)</sup> in communications or public relations or advertising;
- at least 3 years work experience, in the past 8 years, in stakeholder engagement and communication;
- English <sup>(8)</sup>: level C1 in all dimensions as per the CEFR.

Only if your application meets these three *Exclusion* preselection criteria it will be assessed against the scored preselection criteria listed below.

### 6.2 *Scored preselection criteria*

The scored preselection criteria consist of essential and advantageous criteria against which your application will be assessed.

#### 6.2.1 *Essential preselection criteria*

If you do not meet the minimum requirements in any of the essential criteria below, your application will not be considered further.

- at least 1 year work experience with digital communication tools and platforms, such as social media, content management systems, and stakeholders management tools;
- at least 1 year work experience in procurement procedures, managing budget and contractors (experience with EU procurement procedures, will be assessed more favourably).

#### 6.2.2 *Advantageous preselection criteria*

If you do not meet one or more of these criteria, listed in order of priority, it will not result in exclusion. However, meeting them will positively impact the overall scoring of your application, increasing your chances of being invited to the next stage of the selection process.

- experience working as staff member in EU institutions or other international organisations;
- project management experience (Formal certification will be assessed more favourably (e.g. PMI, PM2, Prince2, Agile, Scrum)).

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<sup>(5)</sup> Level C1 in all dimensions as per the CEFR ([Common European Framework of Reference for Languages](#)).

<sup>(6)</sup> Level B2 in all dimensions as per the CEFR.

<sup>(7)</sup> It can be Bachelor, Master, or PhD.

<sup>(8)</sup> English is the working language of Cedefop.

## 7. Assessment process

The selection process will be organised in several stages.

### **7.1. Assessment applications by the selection board**

The assessment of applications will be carried out by a selection board appointed by the Executive Director, based on the information provided in your online application (Section 9. 'How to apply?').

It is important that you **explain explicitly how you meet each preselection criterion** in the respective box of the online application form as the assessment is carried out solely based on the information you provide there.

The applications that meet the eligibility requirements (Section 5) will be assessed against the criteria described in Section 6, using as a reference the description of the role in Sections 2 & 3 of this vacancy notice.

Around 15 eligible candidates, who obtain the highest scores in this phase and at least 50% of the maximum score for the scored preselection criteria, will be invited for a written test.

### **7.2 Written test and interview**

This stage of the selection procedure will allow you to prove your suitability for this post. You will have the opportunity to demonstrate your technical and soft skills relevant for the job, as follows:

- ability to anticipate stakeholders' needs and identify and design relevant engagement strategies;
- ability to translate stakeholders' feedback into actions to foster stakeholders' engagement;
- ability to communicate clearly and persuasively (orally and in writing) and to adapt the communication style to match the specifics of the audience;
- results orientation and ability to effectively plan, organise and monitor, and complete diverse communication initiatives;
- ability to build trust and constructive working relationships across an organisation;
- resilience and adaptability;
- command of the English language.

The written test will be organised remotely (proctoring method) and assessed by the selection board anonymously (i.e. the candidate is assigned a code and the selection board is not aware of the candidates' identity when correcting the written test).

Only candidates who obtain at least 60% of the maximum score for the written test will be invited to take part in an interview with the selection board. The interviews too, will take place remotely.

In the final score the written test will have a weight of 30% and the interview 70%.

## 8. Reserve list of suitable candidates and appointment

Following the tests and interviews, the selection board will propose candidates to be included in a reserve list of candidates suitable for this post.

In order to be proposed to be placed on this list, you must obtain a minimum of 60% overall score and minimum 60% of the scores for the written test and the interview, respectively.

A second interview may also be organised with candidates placed on this list prior to taking the final decision. The second interview will assess further the suitability of the candidate for the post in view of the main functions and duties it entails.

The job offer to the most suitable candidate(s) will be made only after the necessary supporting documents have been provided by the candidate and Cedefop's HR service has confirmed their completeness.

The successful candidate will be required to sign a declaration of commitment to act independently in the public interest and to sign a declaration in relation to interests that might be considered prejudicial to his/her independence. Applicants must confirm their willingness to do so in their application.

The appointed candidate will undergo a probation period of 9 months.

Candidates on the list may be considered for other recruitment(s) at Cedefop as the need arises in the Agency. However, inclusion in the list does not guarantee recruitment.

In line with art. 2(2) of [Cedefop/DGE/40/2019](#) governing conditions of employment of contract staff under the terms of Article 3a of the CEOS, the Appointing Authority may also, following due consideration of the needs of the service, offer to suitable candidate(s) a Contract Agent post in Function Group IV. The duration of such contract may vary according to the need of the Agency.

This list is valid for two years from its signature. The Executive Director may extend the validity of the list. The status of the lists of suitable candidates can be consulted on Cedefop's webpage dedicated to [job opportunities](#).

## 9. How to apply?

Please submit your application in English through the online system by **20 November 2024 at 13:00 Greek time (CET+1)**.

To register and apply, please go to the [Vacancies section on Cedefop's website](#), click on the name of this vacancy notice and follow the instructions.

Supporting documents (diploma(s), work experience certificate(s), etc.) may be requested in the context of the selection phase.

Candidates are strictly forbidden to make any contact relating to this selection procedure with the selection board and the Executive Director, or members of Cedefop's management, either directly or indirectly. Any infringement of this rule will lead to disqualification from the selection process.

For useful information for applicants, refer to the dedicated [guide for applicants](#).

If you have a query, please refer first to the [Frequently Asked Questions](#).

If you cannot find the response that you need there, you may also send an email to [hr-recruitment@cedefop.europa.eu](mailto:hr-recruitment@cedefop.europa.eu).

## 10. Additional information

### **Protection of personal data**

Cedefop ensures that applicants' personal data are processed in line with [Regulation \(EU\) 2018/1725](#) of the European Parliament and of the Council of 23 October 2018.

More information is available on Cedefop website: [privacy statement](#).

### **Cooperation among EU agencies**

To promote collaboration among EU agencies, Cedefop may share the reserve list with other Agencies. Prior to sharing, Cedefop will ask for consent from each candidate on the reserve list to share their application. Cedefop will also inform each candidate which agency would receive their data.