



Candidates Manual

This manual is for **information** purposes only.
It is not legally binding.

As a potential candidate for any type of position (temporary agents, contract agents and seconded national experts) launched by EIOPA, you will find below information to facilitate your application and guide you through the recruitment process. You will also learn how your application will be treated and which kind of communication you can expect from us.

Principles of selection

Our aim is to ensure that the recruitment is based on the principles of competence, transparency and equal treatment.

1. Competence

Technical and behavioural competences will be assessed according to the specific requirement of the job advertised. All EIOPA staff members are expected to demonstrate a high degree of teamwork, flexibility and continuous learning; therefore these behavioural competencies will be common to all vacancy notices (VN) irrespective of the function group and/or grade.

2. Transparency

Each recruitment process will be documented. As a candidate you will have access to your relevant assessment within a timeframe upon request. See further information below under feedback request.

3. Equal Treatment

The selection process will be non-discriminatory and will be based upon a comparison of the merits of all candidates. The most suitable candidate will be selected in line with the criteria outlined in the VN.

EIOPA applies a policy of equal opportunities and accepts applications without bias on the grounds of gender, race, colour, ethnic or social origin, genetic characteristics, language, religion or belief, political or any other opinion, belonging to a national minority, financial situation, birth, disability, age, sexual orientation, marital status or family situation.

The selection process will be directed towards achieving the broadest possible range of nationalities from among the 28 EU Member States and the countries in the European Economic Area, namely Iceland, Lichtenstein and Norway. No



nationality quota will apply. A balanced representation of men and women among EIOPA staff is considered to be desirable.

In the event that candidates have equal qualifications, gender and/or nationality may be used as additional criteria for the selection decision.

Applicants and selected candidates who may have special requirements, e.g. for reasons of disability, will be reasonably accommodated.

How can I apply?

If you are considering joining us, you may want to regularly visit our website <https://eiopa.europa.eu>. All VN are published on EIOPA's website for a period of at least three weeks. They are also published on relevant websites and/or magazines/newspapers, as appropriate.

Once you have decided which VN best suits your profile and interests, you will need to submit your application via e-mail to recruitment@eiopa.europa.eu, clearly stating in the subject the VN reference number you are applying for. It is important that your application will reach us before the application deadline which is clearly stated in the VN. Applications received after the application deadline will not be considered. Only electronic applications submitted via e-mail will be accepted. Applications emailed to any other email address will not be considered.

Your application consists of your CV and your letter of motivation in English. Only applications for a specific recruitment campaign will be considered.

English is EIOPA's official working language for internal and external communication; therefore, the ability to communicate in that language is an essential requirement in all profiles. Only applications in English will be accepted.

Applications for previous campaigns will not be considered; therefore, you need to provide your updated application for the specific recruitment campaign.

Be aware that we are unable to consider any unsolicited applications (also for Internships) whether received by post or by e-mail.

You may withdraw your application at any time.

As a candidate you are invited to assess and check before submitting your application whether you fulfil all the conditions for admission laid down in the VN, particularly in terms of eligibility criteria, qualifications required and relevant professional experience.



What can I expect during the recruitment process?

1. Selection Committee

Each recruitment campaign has a Selection Committee. It consists of members designated by the Executive Director and the Staff Committee. They will evaluate each application in accordance with the requirements outlined in the VN. The names of the selection committee members of each VN are published on our website. Applicants are not allowed to contact personally members of selection committees as it constitutes grounds for disqualification from the procedure during the whole recruitment process.

2. Eligibility criteria

2.1 Nationality

As a candidate you must have a nationality from one of the 28 EU Member States, or from one of the countries in the European Economic Area, namely Iceland, Lichtenstein and Norway.

2.2 Medical clearance

The candidates must be fit to perform the tasks required for the advertised position; therefore, the contract will not be valid unless the medical check requested upon taking up duty is successfully cleared by the Medical Services of the EU Commission.

2.3 Security clearance

The contract is subject to security clearance upon presentation of clean criminal record issued by the local authorities where the person is living when applying for the advertised position.

2.4 Military service

If you are a male candidate you must be cleared from military/civil service, for the duration of your contract with EIOPA.

3. Assessment of competencies

3.1 Technical competencies

a. Essential criteria

Qualifications:

Your first degree/diploma giving access to the recruitment category and being relevant to the notice in the selection procedure will be counted for admission to the selection procedure.

Only diplomas issued by EU member state authorities and diplomas recognised as equivalent by the relevant EU Member State bodies will be accepted.

If your main studies took place outside the European Union, your qualification must have been recognised by a body delegated officially for the purpose by one of the EU Member States (such as national Ministry of Education). If you would be the successful candidate you must provide such documentation when joining us.



Experience:

Your professional experience will be counted from the time you obtained the certificate or diploma required for admission to the selection procedure.

Details of experience and of any work placements, training, research or studies must be given in the application form. In your CV you need to state the exact dates (day/month/year) of obtaining any diploma(s) and exact start and end dates (day/month/year) of any professional experience claimed. In case of part-time professional experience, you must indicate the number of hours worked per week.

In case of a doctorate/PhD 50% of the actual duration of the studies will be taken into account as professional experience, subject to an upper limit of three years, on the condition that the candidate was paid during the period of his/her PhD studies, the PhD studies have been completed and a diploma was awarded.

Military service and civilian service will not be considered as professional experience for eligibility purposes.

Part-time work will be taken into account in proportion to the stated percentage in relation to full-time work.

No period may be counted more than once.

If you are a free-lance or self-employed candidate, you must provide either a practicing certificate (or equivalent), or a copy of the entry in the relevant trade register, or any other official document (for example a tax document) showing the length of the relevant professional experience.

Linguistic requirements:

You must produce evidence of a thorough knowledge of one of the languages of the Communities and of a satisfactory knowledge of another language of the Communities to the extent necessary for the performance of duties.

b. Desirable criteria

Specific desirable criteria will be listed in each VN. You need to provide evidence in your application of meeting those criteria for the Selection Committee to be able to consider them.

Recruited candidates will be required to demonstrate before their first promotion (change of grade on merits, without recruitment campaign) the ability to work in a third official European Community language.



3.2 Behavioural competencies

All EIOPA staff members are expected to demonstrate a high degree of team work, flexibility and continuous learning; therefore those skills are common to all VN. In addition, each VN will define specific behavioural competences relevant to be able to successfully perform the job.

4. Shortlisting and thresholds for interview

As a candidate you must fulfil the eligibility and essential criteria to be considered for interview. The desirable criteria will help the Selection Committee to narrow the shortlisting.

For the purpose of efficiency and effectiveness, the Selection Committee will only invite for interview and written test up to three candidates, when the objective is to recruit one candidate. If the objective is to fill in a post where more specific and rare skills are required, or the objective is to recruit more than one candidate, the number of invited candidates may be increased, if deemed appropriate.

In case there are more than three candidates whom the Selection Committee would like to invite for interview, the Selection Committee will run a pre-screening exercise via phone interview up to a maximum of 15 candidates per position to be recruited.

5. Tests, interview and scoring

All recruitment procedures will have a written test and an interview with the Selection Committee. The written test will be anonymous.

For positions at Principal Expert level, or where presentations will be part of the main responsibilities, a presentation will also be required. It may be announced when you are invited for interview or at the time of the written test. In both cases you will be informed beforehand.

For certain positions a second interview with EIOPA's management might be considered.

Unless specified in the vacancy notice, the written test will count for 20% of the total points allocated and the interview will count for 80%, of which 50% for the technical skills and 50% for the behavioural competencies.

6. Selection and reserve list

Based on the different elements at their disposal (application, written test, interview, and if applicable, presentation and outcome of other selection tools) the Selection Committee will assess individually each candidate, and then in comparison with each other.

Taking into account the requirements of the position as described in the VN as well as the added value to the existing team, in terms of technical and



behavioural competences, the Selection Committee will decide on a Reserve List of suitable candidates to be retained for the position. This reserve list can be used for a similar position if it arises within 12 months after the selection meeting.

The rating of candidates according to their performance during the interviews and written test will be as follows:

- Pass and to be placed in the reserve list: 15-25 (minimum of 6 points and maximum of 10 points on each part of the interview [technical skills and behavioural competencies] and a minimum of 3 and maximum of 5 points on the written test)
- Fail and to be rejected: 0-14

7. References

If deemed appropriate, the Selection Committee will request references on interviewed candidates. The candidates will be informed in advance.

8. Communication throughout the process

We take the communication with candidates like you showing a genuine interest in joining us very seriously. Therefore, you will receive an email acknowledging receipt of your application.

After the shortlisting meeting you will also receive either a phone call and an email inviting you for the next step in the recruitment process or an email informing you that your application will not further be considered.

Following the decision from the Selection Committee the interviewed candidates will be first orally informed about their individual outcome. They will also receive in writing the confirmation of their individual outcome.

9. Feedback request

Within 30 calendar days after the communication of your individual outcome, you may request in writing access to your evaluation results regarding the different stages of the selection procedure (pre-selection, interviews and written tests), unless the exception of Article 20(1)(c) of Regulation (EC) 45/2001 in line with Article 6 of the Annex III to the Staff Regulations are applied. This exception may imply that access cannot be granted neither to the comparative data concerning other applicants (comparative results), nor to the individual opinions of the members of the Selection Committee if such access would undermine the rights of others applicants or the freedom of members of the selection Committee. Nevertheless, data subjects should be provided with aggregated results

10. Reimbursement of travel expenses

Travel expenses incurred for interviews will be reimbursed by EIOPA according to its rules for reimbursement of travel expenses. As an applicant you are kindly



requested to take carefully note of these rules. Incomplete travel documents/forms may result in a delay in reimbursement of travel costs.

Approximate timing of each recruitment process

After the deadline for submitting your application you can typically expect the following timing, unless exceptional circumstances will require a delay:

1. Shortlisting meeting within first week after application deadline
2. Interview/written exercise or pre-screening will normally happen one week after the shortlisting meeting.
3. Selection meeting will take place on the day of the last interview or the day after.

We are highly committed to provide you with a timely communication on the status of your application. Our recruitment processes tend to last no longer than 3 to 4 weeks after the deadline for submitting applications. In order to continue providing this timely outcome, we rely on your availability as a candidate and your flexibility to come to Frankfurt am Main for interviews. To facilitate this we would like to remind you to provide us with up-to-date contact details (mobile phone number, email address, etc.). We understand that you as candidate also have duties and we will try to accommodate your requirements as much as possible. We ask for your understanding when we are unable to be flexible in the timing of the interviews, due to the difficulty of finding alternative slots for interview with the Selection Committee at short notice.

Place of employment

EIOPA headquarters is placed in Frankfurt am Main, Germany. You will be expected to work from our headquarters.

What would I be offered if I am the successful candidate?

1. Contract

EIOPA can offer temporary agent contracts for up to three years with possibility of extension if stated in the vacancy announcement, contract agent contracts up to three years with possibility of extension if stated in the vacancy announcement and seconded national expert agreements up to 24 months with possibility of extension. The length of the contract will be specified in the VN.

If you are the successful candidate, you will receive a contract as described in the VN. You will have four weeks to return the signed contract. After which the

offer will not be valid anymore. The job offer will remain valid provided you prove the eligibility criteria and essential criteria, attested by relevant original documentation.



If you reject the offer you will not be placed in the reserve list.

The contract will be conditional to demonstration of the required professional experience, by submitting the relevant documentation.

2. Probationary period

If you accept the offer you will undergo an initial probationary period of 9 months. Seconded national experts have no probation period.

3. Pay and welfare benefits for temporary and contract agents

If you are recruited as a temporary or contract agent, your remuneration will consist of a basic salary supplemented with various allowances, including family allowances. Those allowances are subject to approval from the Payment Masters Office (PMO) of the European Commission.

Basic Salary: there is a basic salary scale for each grade, divided into a number of steps. Subject to a satisfactory appraisal report, staff members progress to the next step every two years until they reach the top of the scale for that grade.

Allowances: In addition to their basic salary, staff members may be entitled to various allowances, in particular an expatriation allowance, and family allowances, including household allowance, dependent child allowance, pre-school allowance and an education allowance.

Under certain circumstances, in particular where staff members are obliged to change their place of residence in order to take up employment, EIOPA may also reimburse various expenses incurred on recruitment, notably removal expenses. Subject to approval of the European Commission, you would get a "one-time" installation allowance upon proof of moving to Frankfurt. This is usually 1 basic salary extra which is being paid out after successful completion of the probationary period. Furthermore, and also subject to approval of the European Commission, there is the possibility that you are entitled of receiving a daily subsistence allowance (DSA) for the first 120 days after taking up duty in Frankfurt. Compensation for your travel expenses is based on a flat-rate allowance per kilometer of geographical distance between Frankfurt am Main and your place of recruitment.

What else do I need to consider?

1. Confidentiality

The principle of confidentiality is embedded in Article 6 of Annex III to the Staff Regulations, which states that the proceedings of the Selection Committee must be secret. This is to ensure that the Selection Committee remains impartial and independent. It works in two ways: first, it imposes obligations to ensure equal treatment for candidates; and second, it seeks to protect the Selection Committee to ensure that its decisions are totally impartial.



2. Data protection

Your application and supporting documents will not be returned to you. They will be kept on file by EIOPA.

The purpose of processing of the data submitted is to manage application(s) in view of a possible pre-selection and recruitment at EIOPA. EIOPA does not make public names of successful candidates on reserve lists. However, it is possible that, for the purposes of recruitment and related planning purposes, members of EIOPA management team may have access to reserve lists and in specific cases, to the application form of a candidate (without supporting documents, which are kept confidential by HR). The personal information requested from candidates will be processed in line with Regulation (EC) N° 45/2001 of the European Parliament and of the Council of 18 December 2000 on the protection of individuals with regard to the processing of personal data by the Community institutions and bodies and on the free movement of such data.

3. Request for review and appeal procedures

If you consider that your interests have been prejudiced by any decision related to the selection procedure, you can take the following actions:

Requests for review

Within 10 calendar days from the date of sending the email notifying you the decision, you may submit a request for review in writing to the Chairperson of the Selection Committee at the following address:

Chairperson of the Selection Committee
[Job Title and reference number of the selection]
European Insurance and Occupational Pensions Authority (EIOPA)
Westhafenplatz 1
DE-60327 Frankfurt-am-Main
Germany

The envelope should be clearly marked "PRIVATE AND CONFIDENTIAL – NOT TO BE OPENED BY THE MAIL SERVICE". Requests for review should be submitted in writing. The date of the postmark/email will be evidence of timely submission. Please indicate the name used in your application clearly in all correspondence.

The Selection Committee will examine your request and notify you of its decision within 45 calendar days of receipt of your letter/email.

Appeal procedure

Within 3 months from the date of notification of the decision, you may lodge a complaint under Article 90(2) of the Staff Regulations of Officials and Conditions of Employment of Other Servants of the European Communities, at the following address:



Human Resources
European Insurance and Occupational Pensions Authority (EIOPA)
Westhafenplatz 1
DE-60327 Frankfurt-am-Main
Germany

Within 3 months from the date of notification of the decision, you may submit a judicial appeal under Article 270 of the Treaty on the Functioning of the EU and Article 91 of the Staff Regulations of Officials and Conditions of Employment of Other Servants of the European Communities to the:

European Union Civil Service Tribunal
Boulevard Konrad Adenauer
L-2925 Luxembourg
Luxembourg

For details of how to submit an appeal, please consult the website of the European Union Civil Service Tribunal, http://curia.europa.eu/jcms/jcms/T5_5230.

The time limits for initiating these two types of procedure (see Staff Regulations of Officials and Conditions of Employment of Other Servants of the European Communities, as lastly amended – <http://eur-lex.europa.eu/legal-content/EN/LKD/?uri=CELEX:31962R0031&qid=1447872476445>) start to run from the time you are notified of the act allegedly prejudicing your interests.

Complaints to the European Ombudsman

Like all citizens of the European Union and Member States residents, you can make a complaint to the:

European Ombudsman
1 Avenue du Président Robert Schuman – BP 403
F-67001 Strasbourg Cedex
France

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

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 with the European Union Civil Service Tribunal.

Furthermore 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.