

Senior Duty Officer (Frontex Situation Centre / Operations Division)**Tasks and responsibilities:**

Under the supervision of the FSC Coordinator of the Operations business area, the successful candidate will as Senior Duty Officer support the operational business in providing a timely and updated situational picture of the irregular migration situation and cross-border crime at the external borders of the EU, through continuous monitoring, production and delivery of informed situational reports and alerts to internal and external stakeholders.

The Senior Duty Officer will work in a shift rotation, based on a 24/7 system.

Primary tasks

Reporting to the Coordinator of the Operations business areas of FSC, the Senior Duty Officer will be responsible:

- To carry out situation and crisis monitoring tasks, and when needed escalate to senior management according to the applicable procedures.
- To produce situation pictures about the ongoing situation at the external border of the EU and beyond (sensitive areas) which might have an impact on the EU border management.
- To be updated and knowledgeable in order to be able to present the current situational picture to external and internal stakeholders.
- To work in a cooperative and proactive way and taking up measures on own initiative where and when necessary for gaining a timely situational awareness, also by liaising directly with external stakeholders such as National Coordination Centres (NCC).
- To produce and disseminate documents related to the FSC SDO service.
- To be updated and knowledgeable in order to use the automated tools used in FSC properly and contributing to the ongoing development.
- To participate in operational meetings and present the operational situation

Secondary tasks

- Maintain and develop procedures, guidelines and other business documentations;
- Perform any other task in the area of competence.

Qualifications and experience required:**1) Professional****Essential:**

- Experience and sound skills in situation monitoring;
- Experience in information management;
- Experience/high skills in drafting situation monitoring products/reports;
- Experience/high skills in drafting and implementation of procedures and policies;

- Experience/skills in using of dedicated IT tools/systems for information exchange and situation monitoring;
- Experience / high skills in Microsoft Office (Excel, PPT, Word, Outlook)
- Experience in cooperation with European Union agencies and institutions;
- Experience in international cooperation;

Assets:

- Knowledge of the EU legal framework;
- Experience in work in a Situation Centre or a similar structure;
- Skills in media monitoring/preparing reports using media-based information;
- Experience in working in a law enforcement or military environment;
- Familiarity with service management methodologies (experience in service management would be an asset);
- Ability to prepare statistical information based on available sources.

2) Personal

- Very good communication skills in English, both verbally and in writing;
- Analytical skills;
- High level of initiative and creativity;
- Ability to organise and manage work, including the ability to cope with stress in relation to demanding tasks, heavy workload and time pressure;
- Very high level of commitment, constructive, positive and service oriented attitude;
- Ability to cooperate with good team spirit with colleagues from different cultural backgrounds and from different agencies and units (internal and external);
- Willingness to work on a 24/7 based shift system.