

**Seconded National Expert (SNE)
at the General Secretariat of the Council of the European Union**

GSC.DITEC.1.B.S1 Customer Engagement
Ref.: SNE/01/2025 (GSC.DITEC.1.B.S1) - 1 post (369952)
Job description

A. Main tasks and responsibilities

Working at the General Secretariat of the Council in Brussels, under the authority of the Director for Digitalisation (DITEC.1), the SNE will join the Customer Engagement sector.

The expert will be called upon to:

- a) Coordinate and support the process for capturing and validating the GSC's departments needs

The SNE will act as the key contact for all digital needs from the GSC, helping to shape requests by gathering high-level information (business objectives, expected benefits and scope). Ensure validated needs are captured in the demand tool, and actively drive the prioritisation process by facilitating sessions between various departments and DITEC stakeholders (Heads of Units, Project Managers, etc.).

- b) Engage directly with DGs, Presidency and Member States

Learning how the existing digital tools fit into the day-to-day work of the GSC's DGs, Member States and the Presidency is critical for developing customer relations. The SNE will work with key stakeholders in the GSC, Permanent Representations and capitals to discuss digital solutions, new initiatives and major rollouts.

- c) Participate in surveys, interviews, workshops on digital tools

The SNE will be involved in user-engagement with end users both internal and external with a view to improving service provision, support and the customer experience when using digital tools provided by the GSC.

B. General conditions

According to the Decision ¹ applicants must:

- have worked for their employer on a permanent or contract basis for at least 12 months before their secondment;
- remain in the service of their employer throughout the period of secondment;
- have at least three years' full-time experience of administrative, scientific, technical, advisory or supervisory functions relevant to the performance of the duties assigned to them;
- be nationals of one of the Member States of the European Union;
- have a thorough knowledge of one official language of the EU² and a satisfactory knowledge of a second language for the performance of their duties.

¹ Council Decision of 23 June 2015 concerning the rules applicable to experts on secondment to the General Secretariat of the Council

² The languages of the EU are: Bulgarian, Croatian, Czech, Danish, Dutch, English, Estonian, Finnish, French, Irish, German, Greek, Hungarian, Italian, Latvian, Lithuanian, Maltese, Polish, Portuguese, Romanian, Slovak, Slovenian, Spanish and Swedish.

C. Qualifications and experience

Applicants should have:

- A level of education which corresponds to completed university studies of at least three years attested to by a diploma, or equivalent vocational training attested to by a diploma or a certificate issued by an institute for advanced studies in a relevant field.
- Professional experience of at least five years working in public administration IT project management and business analysis, particularly with complex, multi-stakeholder projects.
- Experience/knowledge of the workings of the EU.
- Experience of attending EU meetings as a delegate and familiarity with the current IT tools for delegates will be considered an asset.

D. Required skills

- Excellent (oral and written) communication skills.
- Excellent project management and business analysis skills.
- Excellent interpersonal communication and experience of managing different stakeholders.
- Ability to work harmoniously and productively with people of different national, cultural and personal backgrounds.
- A thorough knowledge of one official language of the EU and a satisfactory knowledge of a second language, for the performance of the duties concerned; in practice, in the interests of the department, fully fluent spoken and a very good written English is required and French is an asset.

E. Security clearance

National security clearance at EU SECRET level. Such clearance needs to be obtained by the candidate from his/her competent authorities before secondment to the General Secretariat of the Council. The validity of the clearance should cover the entire period of thesecondment. In the absence thereof, the General Secretariat reserves the right to refuse thecandidate's secondment as a national expert

The GSC is committed to diversity and inclusion. We actively seek diversity and promote inclusion among staff. We embrace all differences based on geographical and demographic characteristics and identities and strongly believe that diversity enriches our perspectives, improves our performance, and increases our well-being. We therefore encourage applications from qualified candidates from diverse backgrounds and on the broadest possible geographical basis amongst the EU Member States.

Please find here the [link](#) to the privacy statement about the treatment of your personal data.

Further information on the nature of the post can be obtained from Ms Eva Bourdakou (tel. +32 2 281 5301, e-mail: Eva.bourdakou@consilium.europa.eu), Customer Engagement sector.

