



## 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. EIOPA aims at creating a truly diverse and inclusive organisation that adds value and reflects EU society, addressing the importance and value of difference and ensuring equality across the organisation and that staff can be themselves at work and can thrive in their roles.

#### *1. Competencies*

*Technical and behavioural competencies* 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. In addition, all applicants are required to act in accordance with the highest standards of integrity, as it would be expected from EIOPA staff members, during the whole selection procedure.

#### *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 is committed to:

- Ensuring that no job applicant or staff member shall be discriminated against, directly or indirectly, 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, or sexual orientation with regard to: recruitment and selection; work conditions; career, learning and development opportunities;
- Integrating diversity and inclusion considerations throughout the strategic and institutional processes and policies as well as when designing new projects and programmes;
- Raising awareness and constant monitoring of the working environment.

The selection process will be directed towards achieving the broadest possible range of nationalities from among the 27 EU Member States and the countries in the European Economic Area, namely Iceland, Lichtenstein and Norway. No nationality quota will apply. A balanced gender representation among EIOPA staff, including managerial positions, is desirable.

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

Applicants 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://www.eiopa.europa.eu/>. Vacancy Notices (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.

From the Careers page - [Careers | Eiopa \(europa.eu\)](https://www.eiopa.europa.eu/careers) you will be redirected to our e-recruitment tool through which you can submit your application. It is important that your application will reach us before the application deadline which is clearly stated in the Vacancy Notice. Applications after the application deadline cannot be submitted and will not be considered. Only electronic applications submitted via the e-recruitment tool will be accepted. Applications sent to any email or postal address will not 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 complete applications in English and meeting the eligibility requirements will be accepted.



Only information included in your e-application will be considered for the purpose of the selection procedure.

Only applications for a specific recruitment campaign will be considered. Applications from 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 traineeships) either 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 your application, before submitting it, whether you fulfil all the conditions for admission laid down in the VN, particularly in terms of eligibility criteria, qualifications, relevant professional experience and essential knowledge and skills required.

## **What can I expect during the recruitment process?**

### *1. Selection Committee*

In each recruitment campaign a Selection Committee is established by the Executive Director, including representation from the Staff Committee. The Selection Committee will evaluate each application in accordance with the requirements outlined in the VN. The names of the Selection Committee members are published on our website. Applicants are not allowed to contact members of the Selection Committee as it constitutes grounds for disqualification from the procedure during the whole recruitment process.

### *2. Eligibility criteria*

Candidates must fulfil the below eligibility criteria to be further considered in the selection procedure:

#### 2.1 Language

Candidates must have a thorough knowledge of the one of the official languages of the European Union or Iceland, Lichtenstein and Norway and a satisfactory knowledge (at least B2) of another of these languages to the extent necessary for the performance of the duties pertaining to the post.

#### 2.2 Nationality

As a candidate you must have a nationality from one of the 27 EU Member States, or from one of the countries in the European Economic Area, namely Iceland, Lichtenstein and Norway and you must be entitled to full rights as citizen.

#### 2.3 Medical clearance

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



## 2.4 Military service

Candidates must fulfil any obligations imposed on them by the laws on military service.

## 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 the relevant EU member states' institutions will be accepted. Diplomas issued by third countries' institutions may be accepted only on the conditions they are recognised as equivalent therewith. 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. Omission of mentioning previous relevant recent professional experience may lead to the disqualification of an applicant from the selection procedure.

In the event 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 applicant 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:

Since English is the working language at EIOPA, you must produce evidence of very good command of oral and written English in your application.

*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 Union 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. In some campaigns, the desirable criteria could help the Selection Committee to narrow the shortlisting if needed.

For the purpose of efficiency and effectiveness, the Selection Committee will normally invite up to six candidates for interview and written test, 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.

The Selection Committee may run a pre-screening exercise via phone interview normally up to a maximum of 15 candidates per position to be recruited. In case there are more than 15 candidates who meet all the eligibility and essential skills and knowledge criteria, the Selection Committee may invite to a phone interview all those candidates or alternatively decide to narrow down the short-listed candidates to 15, based on the desirable skills and knowledge required for the position.



The pre-screening stage may contain other pre-screening elements in combination with the phone interview listed above or used on their own (e.g. remote written exercise, video interview etc.)

### *5. Tests, interview and scoring*

All recruitment procedures for statutory staff will have a written test and an interview with the Selection Committee at the EIOPA premises or organised remotely. The written test will be anonymous. For any quotations in the written test, sources have to be properly indicated. Any plagiarism will lead to immediate exclusion of the candidate from the selection procedure. In order to protect fair competition, written tests are invigilated. For the invigilation of the written tests, EIOPA may also use its external service provider.

For positions at Principal Expert level or Team Leader, or where presentations will be part of the main responsibilities, a presentation could 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 positions at Management level, an external assessment of the management/leadership skills will also be required, as well as a second interview with EIOPA senior management

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.

Selection criteria and procedures as well as the content and format of selection tests, oral interviews and grading templates, and also assessment conditions will continue to be frequently reviewed to ensure that the process is transparent and fair, and that it promotes equality of opportunity for all candidates and that individuals are selected on the basis of merit, job suitability and competence and are not submitted to direct or indirect discrimination.

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 competencies, the Selection Committee may propose 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 up to 12 months after the decision. The validity of the reserve list can be extended.

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: 0-14.5 (overall score) or, regardless of the overall score, 0-5.5 in any part of the interview or 0- 2.5 in the written test

### *7. References*

If deemed appropriate, the Selection Committee will request references on interviewed candidates. The candidates will be informed before the reference persons are contacted. EIOPA reserves the right to verify otherwise the applicants' statements made in their application or orally during the selection procedure.

### *8. Communication throughout the process*

We take the communication with candidates very seriously. Therefore, you will receive an email acknowledging receipt of your application.

After the shortlisting meeting you will also receive 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 other 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 the first week after application deadline
2. Interview/written exercise or pre-screening will normally happen within two weeks after the shortlisting meeting.
3. Selection meeting will normally 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 normally last no longer than four to six 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, if required. 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 or the written test, due to the difficulty of finding alternative slots.

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

#### **Place of employment**

EIOPA headquarters is placed in Frankfurt am Main, Germany. You will be expected to work from our headquarters. EIOPA also provides you with the possibility to telework up to certain limits under our specific rules on hybrid working.

#### *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 offer as described in the VN. The offer is subject to your acceptance. The job offer will remain valid provided you prove the eligibility criteria and essential criteria, attested by relevant original documentation.

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

### Security clearance

If you are the selected candidate, you will be subject to security clearance upon presentation of clean criminal record issued by the local authorities where you are living when applying for the advertised position.

### *2. Probationary period*

If you accept the offer and take up your duty at EIOPA, you will undergo an initial probationary period of 9 months. Seconded national experts have no probation period. For managerial positions there is also a probationary period of 9 months to assess the managerial skills.

### *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. Those allowances are subject to approval of the Paymaster 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 expatriation allowance, and family allowances, including household allowance, dependent child allowance, pre-school allowance and 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 removal expenses.

Subject to approval of the European Commission, you would get installation allowance as a one-off payment upon proof of moving to Frankfurt am Main. This is usually equivalent to one month basic salary 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 for the first 120 days after taking



up duty in Frankfurt. Compensation for your travel expenses is based on a flat-rate allowance per kilometre 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 (EU) 2018/1725 of the European Parliament and of the Council of 23 October 2018 on the protection of natural persons with regard to the processing of personal data by the Union institutions, bodies, offices and agencies and on the free movement of such data, and repealing Regulation (EC) No 45/2001 and Decision No 1247/2002/EC.

### *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, and if you disagree with 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:

General Court of the Court of Justice of the European Union  
Boulevard Konrad Adenauer  
L-2925 Luxembourg  
Luxembourg

For details of how to submit an appeal, please consult the website of the General Court, [https://curia.europa.eu/jcms/jcms/Jo2\\_7033/en/](https://curia.europa.eu/jcms/jcms/Jo2_7033/en/)

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 General Court.

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.