



30 June 2022

STAFF VACANCIES

Ref. 202211TAAD12

The European Insurance and Occupational Pensions Authority (EIOPA) is an independent European Union Authority established on 1 January 2011 by Regulation (EU) No. 1094/2010 of the European Parliament and of the Council of 24 November 2010.

EIOPA is at the heart of insurance and occupational pensions in the EU.

Our mission is to contribute to a sound, effective and consistent level of regulation and supervision of insurance and occupational pensions sectors in Europe, and to promote transparency, simplicity and fairness in the market for consumer financial products or services across the internal market for the benefit of EU citizens. Through our activities we help protect insurance policyholders, pension scheme members, customers and consumers and other beneficiaries. We furthermore play a key role in supporting the stability of the financial system, transparency of financial markets and products, and we contribute to strengthening coordination among financial supervisors at the international level.

EIOPA is part of the European System of Financial Supervision (ESFS) which includes the European Banking Authority (EBA), the European Securities and Markets Authority (ESMA) and the European Systemic Risk Board (ESRB).

Further information on EIOPA is available on EIOPA's website: <https://www.eiopa.europa.eu/>

As an European Union Authority, EIOPA is committed to fostering an inclusive and dynamic working environment, providing equal opportunities to all its employees and applicants. EIOPA is committed to ensuring gender equality and to preventing discrimination on any grounds. EIOPA actively welcomes 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 family situation or sexual orientation.

For its offices in Frankfurt am Main, Germany, EIOPA is inviting applications for a position as

Head of Consumer Protection Department

Note: To ensure diversity among the EIOPA management team, female applications are strongly encouraged. The application deadline might

be extended or the campaign suspended and relaunched in case of a shortlist of candidates that is not gender balanced.

Job description

Major purpose of Consumer Protection Department

The Consumer Protection Department is responsible for developing and maintaining EIOPA's conduct of business policy and conduct of business oversight on insurance and pensions by:

- developing, maintaining and improving:
 - advice to the European Commission on legislative measures;
 - Technical Standards for endorsement;
 - Guidelines and guidance to promote convergent supervisory practices and consistent application of Union law;
 - answers to questions on the regulatory framework;
- providing Impact Assessment analysis and advice, both ex-ante and ex-post and with a particular focus on the added value of regulation;
- monitoring and assessing the comply/or/explain procedure with the National Supervisory Authorities in the area of competence;
- ensuring the implementation of EIOPA's strategy for conduct of business supervision by:
 - ensuring a proactive strive for obtaining granular data for the use of the overall enhanced market monitoring, applying a proportionate and staggered approach avoiding unnecessary reporting burden;
 - developing the evidence based approach applied in thematic reviews, the retail risk indicators and country visits, as recognised tools for ensuring supervisory convergence;
 - applying consumer testing and other qualitative methods (mystery shopping) ensuring that EIOPA bases its findings on consumers' behaviour, where relevant;
- interacting with and influencing of representatives of policyholders, pension scheme/fund members and beneficiaries, industry and other stakeholders including (in close cooperation with the Corporate Affairs Department) through EIOPA's stakeholder groups, and engaging in regular dialogue meetings with non-EEA supervisors in the area of competence;
- as part of its mandate on financial innovation, being the central hub for coordinating and implementing the InsurTech related activities appreciating its cross horizontal nature, also providing the rapporteurship to the InsurTech Task Force.

The Consumer Protection Department is composed of the Conduct of Business Policy Team and the Conduct of Business Oversight Team.

Main responsibilities as Head of Department

- contributing to the establishment of EIOPA's strategy by preparing analysis to support the decisions reserved to the Chair and/or the Executive Director;
- implementing EIOPA's strategy in the areas of competence;
- planning, managing and controlling the activities of the Department and ensuring the delivery of high-quality work;
- taking initiative to prepare the smooth adoption of EIOPA's decisions, by formulating proposals and preparing draft measures and document to be adopted by the Board of Supervisors;
- supporting and assisting the Chair and the Executive Director in the development of EIOPA by providing organisational advice and maintaining strategic links at departmental level with the relevant EU bodies and National Supervisory Authorities, this in close cooperation with the Corporate Affairs Department;
- providing leadership and direction to the Department in fulfilling the objectives set out in the EIOPA Regulation, the Single Programming Document and Annual Work Programmes, as provided by the appropriate governing bodies and supporting the Heads of Units and Team leaders in the prioritisation of key objectives and work plans;
- managing and administrating the Department, including the management of personnel and budgets, in compliance with the related HR, financial and procurement rules and fostering a positive working climate;
- developing and maintaining business processes for the area of competence in coherence with the EIOPA objectives and, when relevant, in cooperation with other Departments;
- promoting effective inter-departmental cooperation through proactive sharing of information and involvement of the other Departments where needed;
- representing EIOPA at external and internal meetings and conferences as required and promoting the achievements of EIOPA;
- representing the Executive Director or Chair as and when required;
- reporting to the Chair and/or the Executive Director any significant issues faced in performing their activity;
- ensuring that EIOPA internal policy, standards and procedures (including security, control and risk management) are known and applied by all staff assigned to the Department;
- performing any other task assigned to them by the Executive Director or the Chair.

REQUIREMENTS

Eligibility Criteria

- Thorough knowledge of one of the languages of the Communities and a satisfactory knowledge of another language of the Communities;
 - Be a national of a Member State of the European Union, Norway, Iceland or Liechtenstein;
 - Be entitled to their rights as a citizen;¹
 - Have fulfilled any obligations imposed by the applicable laws on military service;
 - Be physically fit to perform the duties linked to the post.²
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- Qualification:
 - a) a level of education which corresponds to completed university studies, preferably in Economics, Law, Social and Political Sciences or Business Administration or a related field attested by a diploma, when the normal period of university education is four years or more; or
 - b) a level of education which corresponds to completed university studies, preferably in Economics, Law, Social and Political Sciences or Business Administration or a related field attested by a diploma and appropriate professional experience of at least one year, when the normal period of university education is at least three years;
 - Have at least 15 years of proven full-time professional experience in a field relevant for this position as stated in the job description above, preferably in the field of insurance or pensions supervision, acquired after the qualification required under a) or b) above, of which at least five years of proven experience in management/coordination/team leadership roles, preferably, in a multicultural environment;

Note: professional experience is counted from the time of obtaining the certificate or diploma required for admission to the selection procedure.

Part-time work is taken into account in proportion to the stated percentage in relation to full-time work. In case of internship, only paid internship is considered.

¹ Prior to the appointment, the successful candidate will be asked to provide a Police certificate confirming the absence of any criminal record.

² Before being engaged, a candidate shall be medically examined by one of the institution's medical officers in order that the institution may be satisfied that he fulfils the requirements of Article 12 (2)(d) of the Conditions of Employment of Other Servants of the European Communities.

- Proven experience and thorough knowledge of consumer protection and/or digital/financial innovation, preferably in the field of insurance and/or occupational pensions;
- Proven managerial skills and ability to coordinate and coach a multinational team of highly skilled professionals;
- Excellent command of oral and written English;
- Working knowledge of MS Office, in particular Word, Excel and PowerPoint.

Desirable Skills and Knowledge

- Proven experience and knowledge in at least one area of the Department;
- Proven experience and/or knowledge on digitalization and its impact on consumer protection objectives;
- Proven experience in the insurance and/or occupational pensions industry in the area of conduct of business;
- Proven experience and knowledge of European Regulatory procedures;
- Strong project management skills;
- Knowledge of a third EU language.

In addition to the above listed requirements, the following behavioural competencies have to be fulfilled:

- Flexibility in terms of openness to taking over other tasks within EIOPA in view of the dynamic and evolving institutional environment;
- Excellent team player sharing relevant information and supporting team members without taking over responsibility for their work, able to work in different teams with different levels of stakeholders in a multicultural environment;
- Being able to have and express a critical view towards own performance and open to learn from experience;

Based on EIOPA's leadership competencies, the successful Head of Department is expected to be a role model in the following competencies:

- Manage oneself (authentic leadership): emotional intelligence; mind-set and habit of regular reflection and learning to enhance self-awareness; anticipate how own emotions, beliefs and preferences may influence own behaviours in different situations; seek to instill a positive and constructive viewpoint;
- Lead others: build high performing teams; manage performance; communicate and collaborate effectively;
- Manage and lead the organisation: demonstrate strategic focus, effective decision making and organisational/business awareness.

Place of employment

Frankfurt am Main, Germany

Function group and grade

AD12

Monthly basic salary

Step 1: EUR 12,178.90

Step 2: EUR 12,690.67

plus specific allowances where applicable*.

Envisaged start date

1 December 2022

Contract type and duration

Successful candidates may be offered an employment contract for three years as a Temporary Agent. The contract may be renewed for a second fixed-term period, and upon its second renewal converted into a contract of indefinite duration.

Reserve list

Possibility of reserve list with validity until 31 December 2023, with possibility of extension.

***Summary of Conditions of Employment**

1. Successful external candidates will be classified either in step 1 or 2.

Grade / step ³	Monthly basic salary ⁴	Monthly net salary, excluding allowances	Monthly net salary, including specific allowances ⁵
AD12 Step 1	EUR 12,178.90	EUR 8,242.41	EUR 11,615.74
AS12 Step 2	EUR 12,690.67	EUR 8,495.27	EUR 11,962.44

³ [Implementing rules concerning classification in step on appointment or engagement of temporary agents](#)

⁴ The basic salary is weighted by the current correction coefficient for Germany (100.1%)

⁵ An estimation of net salary, including the deduction for tax and social security and adding the allowances (this estimation has been calculated with expatriation allowance, household allowance and with one dependent child allowance). Allowances depend in any case on the personal situation of the candidate.

2. Salaries are subject to a Union tax deducted at source and are exempt from national taxation;
3. Depending on the individual family situation and the place of origin, the successful jobholder may be entitled to: expatriation allowance (16% of the basic salary), household allowance, dependent child allowance, education allowance, pre-school allowance, installation allowance, reimbursement of removal costs, initial temporary daily subsistence allowance, and other benefits;
4. Annual leave entitlement of two days per calendar month plus additional days for grade, distance from the place of origin and in addition on average 15 EIOPA holidays per year;
5. EU Pension Scheme (after 10 years of service);
6. EU Joint Sickness and Insurance Scheme (JSIS), accident and occupational disease insurance coverage, unemployment and invalidity allowance and travel insurance;
7. General and relevant technical training plus professional development opportunities;

According to EIOPA Management Board decision EIOPA-MB-15-072 adopting the implementing rules on the procedure governing the engagement and use of temporary staff under Article 2(f) of the CEOS, and in particular Article 12 (2), if a successful applicant from this external procedure, on the closing day for applications, as well as on the day of taking up duty at EIOPA:

- is a member of temporary staff under Article 2(f) of the CEOS, and
- is employed within his/her agency in function group and grade included in the range "AD11 – AD12",

EIOPA shall offer the applicant, in writing, the opportunity either:

a) to be assigned to the post by means of internal mobility, as per Article 10 of EIOPA-MB-15-072. In this case the contract at EIOPA will be in continuity with the contract of the previous agency (namely with regard to grade, step, seniority in step, and duration).

OR

b) in case the eligibility, qualification and professional experience requirements for the grade indicated in this external vacancy notice, (AD12) are met, to be assigned to the post on the basis of a new contract (first fixed-term) of three years duration, subject to the probationary period of 9 months, at the grade indicated in the external vacancy notice (AD12).

Application process

The recruitment process will include a panel interview and a written test. In addition, there may be a pre-screening exercise, a presentation to be delivered by the candidate and a bilateral interview.

Furthermore, an external provider will assess the management skills of all short-listed candidates. The assessment will include online self-assessment questions and an interview and/or role play. The link to the self-assessment questions will be sent to applicants once their interview dates have been confirmed, and the questions will have to be answered by a specific deadline. Applicants will, therefore, have to be able to access the internet for this purpose during this period.

Applications should be submitted in **English language** including:

(1) **Curriculum Vitae** clearly indicating (among all):

-**Qualifications** (please list exact dates of your academic qualifications gained)

-**Responsibilities, experience and skills** gained in previous positions (please list exact dates of your work experience gained)

-**Nationality/Citizenship**

-**Language skills**

and

(2) **Motivation Letter** of no more than one page, explaining why you are interested in the post and what would be your added value you would bring to EIOPA if selected.

Applications submitted without Curriculum Vitae or Motivation Letter are not considered.

Applicants will be assessed on the basis of the eligibility and selection criteria specified in the vacancy notice and these must be met by the closing date of the vacancy notice.

Only information included in the Curriculum Vitae or in the Motivation Letter are assessed.

Applications should be submitted to recruitment@eiopa.europa.eu, specifying in the subject the reference number above. Deadline for application is **23:59 CET on 15 August 2022**

The successful candidate will be required to make an annual declaration in respect of any interests which might be considered prejudicial to his/her independence. Before recruiting a member of staff, EIOPA's Executive Director will examine whether the successful candidate has any personal interest which may impair his/her independence or any other conflict of interest. To that end, the successful candidate, using a specific form, shall inform the Executive

Director via the Ethics Officer of any actual or potential conflict of interest.

For more information on the selection process of temporary agents and on the contractual and working conditions, please, refer to:

- [Candidates Manual](#)
- [Implementing rules concerning the use and engagement of temporary agents](#)
- [Staff Regulations and Conditions of Employment of Other Servants of the European Communities](#)