



Role description

Job title	Head of Service/Office/WS
Job family	Management
Job sub-family	Service/Office/Workstream level (Scientific, Non-scientific)
Entry grade	AD06-AD08/AST10
Role summary	<p>Manage and lead the team by ensuring that the strategic objectives of the Service/Office are met. Implement and manage the service-specific tasks, in alignment with the strategic objectives of the department and division, to achieve Agency goals. Ensure all associated activities are conducted in accordance with organisational policies, processes and standards. Anticipate and lead necessary changes according to the Agency's strategy and division objectives, while ensuring the effectiveness and continuous improvement of the service and managing associated risks and issues. Accountable for the quality of service outputs and the management of its technical and or/operational expertise and knowledge. Manage and develop the staff in the Service/Office.</p>
Standard role duties & responsibilities	<p>Perform duties reserved only for the Temporary Agent contractual category.</p> <p>Provide leadership and manage the implementation of the work plan, strategic objectives and day-to-day activities within the Service/Office/Workstream;</p> <p>Serve as strategic thought partner to the Department or Task Force relating to day to day activities, budget planning and activity reporting; Monitor and report progress to the relevant line manager;</p> <p>Stimulate teams by setting, managing and monitoring activities associated to the individual objective setting and performance indicators, by means of regular dialogue with staff members and by capturing and cascading relevant aspects of objectives to the team;</p> <p>Communicate and escalate matters of wider relevance and ensure a strong alignment between the Office/Service/WS and other functions and oversee any required communication to stakeholders;</p> <p>Analyse and propose solutions to continuously improve Service/Office/WS deliverables, as well as team member's productivity;</p>



	<p>Monitor and improve the team structure and processes to drive efficiency; Ensure the team is adaptive to continued growth;</p> <p>Maintain visibility across the team to foster alignment towards clear business objectives and proactively lead the team to ensure a clear single vision;</p> <p>Manage risks, implementation and monitoring of quality assurance;</p> <p>Foster an environment of progression and accelerate professional and individual development of the team members in line with Agency’s strategic objectives.</p>
<p>Role specific duties & responsibilities</p>	<p>The specific tasks of an individual job holder, linked to this role description, are further detailed and referenced in:</p> <p>activities of the organisational entity within which the job holder carries out those tasks;</p> <p>the set of annual performance and development objectives, which are established together with the reporting officer;</p> <p>the requirement to comply with SOPs, WINs, confidentiality undertaking and other documentation relevant to the role and its scope. These will be agreed upon with the reporting officer upon assuming duties.</p>
<p>Managing resources</p>	<p>Manage and lead the team by overseeing human resources management, performance and talent management, training and development, including, but not limited to, translating department objectives into service and individual staff objectives, planning activities, setting performance indicators and ensuring continuous performance review;</p> <p>Act as responsible Authorising Officer in accordance with the delegated tasks and ensure that all relevant financial rules and procedures are followed, as required by the role and (sub-)delegation is given (not applicable and mutually exclusive for job holders with specific responsibilities as Accounting Officer or Internal Auditor);</p> <p>Contribute to Department, Task Force, Division and cross-Agency resource planning, allocation and reporting exercises;</p> <p>Conduct regular monitoring of oversee of activities to ensure deliverables are of the highest quality;</p> <p>Initiate forward planning and staffing of the Office/Service/WS;</p> <p>Manage allocated budget (where applicable) and ensure proper budget monitoring.</p>
<p>Communication and professional contacts</p>	<p>Required to regularly communicate (verbally and in writing) information, that requires careful explanation and interpretation, taking into account what to communicate and how best to convey the information. Writing and creating information that is specialist, sensitive, confidential, legal and/or regulatory in nature.</p> <p>Regular professional contacts with others inside and/or outside the Agency on functional matters. Solicits/gives information, provides advice/guidance and should use initiative. A likely requirement is to influence others’ thinking and negotiate with</p>

various parties within own job responsibilities. Normally connected to the Agency's core business or a project.

In particular, a Head of Service/Office/Workstream will:

Represent the Agency in internal or external meetings;

Promote collaboration across the different organisational entities, as well as within teams, communities, matrices, EU and international partners;

Ensure timely and targeted communication with office staff, including cascading of information up/down;

Create and lead an effective liaison with relevant internal and external stakeholders.

Essential requirements

Education
Experience
Skills & knowledge
Certificates

Education

A level of education which corresponds to completed university studies of at least three years attested by a diploma, or where justified in the interest of the service, professional training of an equivalent level;

Post-graduate diploma in a field relevant to the role.

Experience

3 years from the time when a university degree was awarded on completion of a minimum of three years of study;

In the domain relevant to the Office/Service /Workstream role;

In managing teams.

Skills & knowledge

Ability to prioritise and organise own and other's tasks;

Ability to identify and implement opportunities for process improvement;

Ability to navigate through cultures and stakeholders' expectations, with an aim to deliver pragmatic solutions.

Certificates

n/a

Nice to have

Education
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Education

Post-graduate diploma in a field relevant to the role.

Experience

In conflict resolution and employment relations;

In budget management;

Prior work experience in the public sector, preferably with an EU institution;

In project management and/or change management methodologies.

Skills & knowledge

Knowledge of EU Regulatory framework;
Advanced user of MS Office, knowledge and understanding of modern technology and aptitude to learn other IT tools and systems.

Certificates

n/a

Category	Competency	Proficiency level
Role competencies	Applied knowledge management	Intermediate
	Continuous improvement	Basic
Core managerial competencies	Decision-making	Basic
	Coaching and developing	Advanced
	Collaborative team leadership	Basic
	Inspiring and engaging	Basic
	Relating and networking	Basic
	Talent management	Advanced
	Visionary thinking and strategic planning	Basic
Core competencies	Ethics and integrity	Intermediate
	Team collaboration	Intermediate
	Customer centricity	Intermediate
	Results orientation	Intermediate
	Communication	Intermediate
	Cross-cultural sensitivity	Intermediate
	Continuous learning and self-development	Intermediate