

Knowledge and Document Management Experts

(SRB/AD/2024/003)

Type of contract	Temporary agent
Function group and grade	AD6 ¹
Duration of contract	3 years (renewable)
Area	Directorate E, SRB Secretariat (E5)
Place of employment	Brussels, Belgium
Estimated monthly basic salary	€ 6 418.36
Deadline for applications	30/09/2024 at 12:00, Brussels time
Reserve list valid until	31/12/2025
Probation period	9 months

The SRB

The Single Resolution Board (SRB) is the central resolution authority within the Banking Union (BU). Together with the National Resolution Authorities (NRAs) of participating Member States (MS), it forms the Single Resolution Mechanism (SRM). The SRB works closely with the NRAs, the European Commission (EC), the European Central Bank (ECB), the European Banking Authority (EBA) and National Competent Authorities (NCAs). It contributes to safeguarding financial stability.

Its mission is to ensure an orderly resolution of failing banks with minimum impact on the real economy and on public finances of the participating Member States and beyond. Therefore, the SRB is granted with specific tasks and responsibilities to prepare for, and carry out, the resolution of banks that are failing or likely to fail.

The SRB is also responsible for managing the Single Resolution Fund, as established by the SRM Regulation, to ensure that medium-term funding support is available while a bank is being restructured and/or resolved.

The SRB is a self-financed agency of the European Union.

¹ AD5 – AD7 for inter-agency mobility

The job

The SRB is organising a call for expressions of interest with a view to establishing a reserve list of Temporary Agents for the positions of *Knowledge Management (“KM”)* and *Document Management (“DM”) Experts*.

1. Profile

The Experts will be part of a multidisciplinary and multinational team headed by the SRB Secretariat Head of Unit and will contribute to the development of policies, procedures as well as its day-to-day operations in line with the SRB’s mission and objectives.

Please note that there are two different profiles included in this vacancy notice:

Profile 1: Knowledge Management Expert (KM Expert)

Profile 2: Document Management Expert (DM Expert)

The specific criteria and competencies that are required for each profile are detailed in the following sections of the Vacancy Notice.

N.B. Candidates may apply for **only one profile** and they must clearly indicate for which of the two profiles they wish to apply at the beginning of their motivation letter.

Each candidate should submit **only one** application (e-CV and motivation letter) via EU CV Online. If a candidate submits more than one application, only the most recent application submitted via EU CV Online will be accepted.

Candidates who fail to clearly indicate in their motivation letter which profile they wish to apply for, will be disqualified from the selection procedure.

1.1 Tasks

Profile 1: Knowledge Management Expert

The KM Expert will contribute to setting up the KM function, developing and implementing concrete KM actions, internal processes as well as supporting ICT tools to grow and harvest (individual and collective) knowledge within the SRB and among the SRM participants, in accordance with the SRB KM strategy, the goals of SRM Vision 2028² as well as the overall mission of the SRB.

He/she will take part in a process aimed at further strengthening the SRB culture of building and sharing knowledge. In this regard, the KM Expert will proactively plan, track and measure the success of the new KM function, as well as develop and deliver engaging promotional materials to inform, train, advise and assist SRB staff members and, when applicable, the NRAs in the application of KM in their area of activity.

In particular, the jobholder will be asked to perform the following tasks:

Knowledge management and sharing

- Contribute to the set-up of the KM function and the development of the KM strategy for the SRB, review and develop KM internal processes, guidelines and best practices;

² SRM Vision 2028: https://www.srb.europa.eu/system/files/media/document/SRM%20Vision%202028%20strategy_FINAL.pdf

- Conduct knowledge mapping exercises to understand knowledge flows and barriers and consequently assess knowledge assets and knowledge gaps;
- Participate in the development of a comprehensive plan outlining the SRB approach to KM;
- Help to establish, manage and sustain engagement and participation within the SRM, supported by a network of members (internal and external);
- Ensure that domain knowledge and learning outcomes are properly documented in the form of knowledge assets (e.g., guidelines, checklists, lessons learned, processes, etc.) as well as ensure that knowledge assets are periodically reviewed, maintained and easily identifiable for users;
- Ensure that new knowledge and learning are systematically embedded in day-to-day work;
- Supported by the ICT Unit, manage ICT tools for knowledge capture (repositories of information), knowledge sharing and collaboration solutions;
- Review existing repositories and contribute to building and/or enhancing the Q&A platforms/ knowledge hubs on resolution planning and crisis management in cooperation with the relevant SRB Services;
- Work together with other relevant support functions and coordinate the work of the KM correspondents;
- Promote knowledge exchange and creation by connecting internal and external stakeholders through structured-dialogue processes, conversations and interactions between individuals and teams within each knowledge domain;
- Help to disseminate information/learning materials about the organisation of the KM program to internal and external audiences, including: i) organising knowledge-sharing events (e.g., knowledge fairs, webinars), ii) maintaining communications on knowledge-sharing across the organisation, iii) organising training sessions.

Profile 2: Document Management Expert

The DM Expert will contribute to and facilitate the development and implementation of SRB's document management system in accordance with the EU regulations and the specifics of the SRB. He/she will be responsible for, developing, reviewing and maintaining sound document management and records retention, as well as archiving policies and practices.

He/she will also contribute to the safe handling and processing of confidential information. In particular, the jobholder will put in place or update relevant policies, procedures and tools in the above-mentioned domains, and monitor their implementation centrally within the SRB. Moreover, he/she will provide day-to-day guidance to the SRB business areas and coordinate the use of document and records management systems also by ensuring adequate training.

In particular, the jobholder will be asked to perform the following tasks:

Information and document management:

- Develop, implement and maintain the relevant SRB DM policies, practices, file and retention plans as well as procedures and criteria for the registration, filing and archiving of documents including DM, registration and records management standards/rules, in accordance with relevant EU regulations and policies including on data protection and cybersecurity;
- Monitor regulatory guidelines and laws, e.g., to determine impact on data retention, to help for the implementation of audit and other information management policies;
- Manage the use and evolution of the mail registration, document management, records and archiving systems;
- Liaise horizontally with the SRB's stakeholders and keep information audits for internal controls in relation to document and record management up to date;
- Promote DM and records retention practices and policies, provide guidance and support the DM System users by contributing to the creation of a training module, delivery of training and assistance to staff;
- Secure the protection, conservation and transfer of documents, records and files (both paper and electronic) including their transfer to the archives as well as providing access to archived information when requested and necessary;
- Participate in the analysis and improvement of business processes and modelling document-based workflows;

- Translate user requirements into usable technical requirements for the supporting Document Management and Archiving systems;
- Distinguish information for public use, normal information and sensitive non-classified information and take the necessary measures to mark, handle, protect and store them;
- Ensure that the SRB archives are updated regularly and maintained adequately in accordance with the related procedures;
- Work together with other relevant support functions (e.g., ICT, data management unit) and relevant stakeholders to establish and maintain effective electronic document and records management systems, as well as physical archiving services.

For both profiles:

- Represent the SRB in networks and information exchanges related to, respectively, knowledge management and document management;
- Report to the SRB's management in a timely manner on progress made, including on new initiatives;
- Carry out any other tasks requested by line management in the interest of the service.

Qualifications and Other requirements

2. Eligibility criteria

Only complete applications registered via EU CV ONLINE and before the deadline for applications as mentioned in this document will be considered. Applications must include a motivation letter and a CV, both submitted in English to be considered; applications received in other languages than English will not be considered eligible.

2.1 General conditions

By the closing date of this call, candidates must:

- be nationals of a Member State of the European Union;
- enjoy their full rights as citizens³;
- have fulfilled any obligations imposed by national laws concerning military service;
- meet the character requirements for the duties involved;
- be physically fit to perform their duties⁴.

2.2 Education

A level of education which corresponds to completed university studies of at least three years attested by a diploma.

Candidates must indicate in their applications the official graduation dates for all the diplomas they have obtained.

Only study titles that have been awarded in EU Member States or that are subject to the equivalence certificates issued by the authorities in the said Member States shall be taken into consideration. In case of qualifications issued by authorities outside EU Member States, the proof of recognition of equivalence by the relevant EU Member State authorities must be specifically mentioned in the online application form under '*Additional information*'.

³ Prior to the appointment, the successful candidate will be asked to provide a certificate of good conduct, confirming the absence of any criminal record.

⁴ Before taking up his/her duties, the successful candidate will undergo a medical examination by one of the institutions' medical officers.

2.3 Experience

Candidates must have, at the closing date for applications, professional experience of at least three (3) years⁵ (acquired after the education referred to in Section 2.2 Education) in a field relevant to this position.

2.4 Language skills

As the predominant working language of the SRB is English, candidates must have an excellent command of spoken and written English (note: native English speakers will be required to demonstrate the ability to work in a second EU language at interview stage). Candidates must also have a satisfactory knowledge of another official language of the European Union⁶ to the extent necessary for the performance of his/her duties.

3. Selection criteria

N.B. For all selection criteria requiring professional experience, **please provide concrete examples in your application to prove your experience in the specific field each criterion refers to.** Professional experience in a specific field will not be taken into account unless concrete examples are provided.

Essential

3.1 Specific criteria

For both profiles:

- Suitability to perform the tasks described in Section 1.1;
- After obtaining the qualifications mentioned in Section 2.2 specified above, out of the three (3) years of professional experience indicated in Section 2.3, candidates must have acquired at least two (2) years of professional experience in the area of information and knowledge management practices and processes including of international standards in the domain (for Profile 1) or in the implementation of document, records, archiving and registration management systems (for Profile 2), at EU or national level;

Profile 1: Knowledge Management Officer

- Proven professional experience in implementing KM principles, strategies and scope;
- Proven professional experience in drafting/setting up and communicating on knowledge and information management frameworks, including policies, procedures, standards, and maintaining quality assurance.

Profile 2: Document Management Officer

- Proven professional experience with EU regulations in the data protection domain;
- Proven professional experience in drafting/setting up and communicating policies, procedures and standards on data classification, access rights, document registration, filing, archiving and retention of documents;
- Proven professional experience in monitoring documents' lifecycle and handling sensitive non-classified information, taking into account information/data security and protection of personal data.

⁵ Professional experience will be counted from the date on which the applicant acquired the minimum qualification for access to the profile in question. Only duly documented professional activity (i.e., remunerated employment or self-employment) is taken into account. Part-time work will be considered in proportion to the percentage of full-time hours worked. Periods of education or training and unremunerated traineeships are not taken into account. Fellowships, grants and PhDs can be counted as professional experience up to a maximum of 3 years. Any given time period can be counted only once (e.g., if the applicant had a full-time job and did freelance consultancy work in the evenings and weekends, the days spent on the latter will not be added to the period of the former).

⁶ Bulgarian, Croatian, Czech, Danish, Dutch, English, Estonian, Finnish, French, Irish, German, Greek, Hungarian, Italian, Latvian, Lithuanian, Maltese, Polish, Portuguese, Romanian, Slovak, Slovenian, Spanish, Swedish.

3.2 General competences (for both profiles)

- Excellent analytical and problem-solving skills and the ability to think creatively;
- Excellent drafting skills;
- Ability to maintain accuracy and speed while working under pressure;
- Ability to work in a multicultural, collaborative working environment, both as member of a team and independently;
- Ability to stimulate change in the organisation and work well in a dynamic environment;
- Ability to communicate technical or specialised information in an effective way to different internal or external stakeholder groups;
- Very good organisational skills, ability to translate the strategic view into actionable roadmaps, allocate tasks and organise work.

Advantageous

For both profiles:

- Proven professional experience in the domain of project management, certified training courses on project management (please list the relevant certification) as well as experience in analysis and design of workflows and business processes within an organisation;
- Proven professional experience in designing and providing training courses and presentations on KM / DM (depending on the profile chosen) or in a related area relevant for the position;
- Proven professional experience with ICT tools and applications relevant for KM / DM (depending on the profile chosen). Please list the applications and tools that you have worked with in your application and provide examples of relevant tasks or projects where you made use of those applications or tools.

Profile 1: Knowledge Management Officer

- Master degree or equivalent in the field of information and KM or in an analytic discipline such as computer science, information science, information technology or another related area relevant for the position;
- Certified training courses on KM or related area (please list the relevant certification);
- Proven professional experience in Document Management including but not limited to the implementation of document, records, archiving and registration management systems at EU or national level.

Profile 2: Document Management Officer

- Master degree or equivalent in the field of document management or related area relevant for the position;
- Certified training courses on document management or related area (please list the relevant certification).

The selection process

4. How to apply

Candidates must apply through the EU CV Online system⁷ via this link:

⁷ EU CV Online is the tool used by the European Commission for recruitment of staff on temporary basis.

https://ec.europa.eu/dgs/personnel_administration/open_applications/CV_Cand/index.cfm?fuseaction=premierAcces&langue=EN

Before applying, candidates should carefully check whether they meet all the eligibility criteria.

To be able to apply online via the EU CV online database, candidates must first create an account or sign in to an existing account. If not done already, candidates must first fill in the electronic CV, write the motivation letter and apply to the call for expressions of interest.

Applications shall be made in English to be considered.

N.B. Candidates may apply for **only one profile** and they must clearly indicate for which of the two profiles they wish to apply at the beginning of their motivation letter.

Each candidate should submit **only one** application (e-CV and motivation letter) via EU CV Online. If a candidate submits more than one application, only the most recent application submitted via EU CV Online will be accepted.

Candidates who fail to clearly indicate in their motivation letter which profile they wish to apply for, will be disqualified from the selection procedure.

It is the sole responsibility of each applicant to complete ALL relevant fields of his/her online application and to submit it before the deadline for submission. All technical questions concerning EU CV online must be sent through the Contact page of EU CV online.

It is strongly advised not to wait until the last few days before the deadline for applying, since heavy internet traffic or connection difficulties could lead to problems. Once the deadline has passed, candidates will no longer be able to register.

Deadline for applications: 30/09/2024 at midday (12:00 Brussels time).

No supporting documents are required at this stage – these will be required at a later stage.

On completion of the online registration, candidates will receive on screen a registration number, which they must note. This will be the reference number of the candidate in all matters concerning his/her application. **If the candidate does not receive a number, the application has not been registered.**

After a correct submission of an application, candidates will receive an automated acknowledgement of receipt of their application to the email account indicated in their application. It is the candidate's responsibility to verify that he/she provided the correct e-mail address.

Candidates are invited to indicate any special arrangements that may be required if invited to attend the assessment.

If the candidate requires more information, he/she will have to send an e-mail to SRB-RECRUITMENT@srb.europa.eu.

5. Steps of the selection procedure

5.1 Admission to the selection procedure

After the deadline for online registration, the Selection Panel will verify the submitted applications against the eligibility criteria described in Section 2 "**Eligibility criteria**". Applications satisfying these conditions will then be assessed against the "**Selection criteria**" under Section 3.

5.2 Assessment of the eligible applications

The Selection Panel will analyse the motivation letters and CVs of eligible applicants with reference to:

- The **Selection Criteria** (“**Essential**” and “**Advantageous**”)
- The overall assessment of the quality & suitability of the application based on the requirements of the post.

Upon completion of the assessment, the Selection Panel will establish a shortlist of candidates, best matching the needs of the Agency for the functions and duties mentioned in this vacancy notice and non-retained candidates will be notified of the status of their application.

5.3 Invitation to assessment phase

Following the evaluation of the applications, the most suitable candidates for the post will be invited to an assessment, which will be held in Brussels or remotely.

Details of the time, date and address of the assessment will be communicated to candidates in due time.

5.4 The assessment phase

An interview and a written test, and/or other tests with the Selection Panel will enable it to carry out an assessment of the candidate according to the “**Selection criteria**” described in Section 3.

The assessment phase will be conducted in English.

5.5 Verification of documents and scrutiny

The candidates' applications will be checked against supporting documents provided in order to confirm the accuracy and eligibility of the application.

The candidate will be disqualified from the selection process if at any stage of the procedure it is established that the information provided in the application has been knowingly falsified or incorrect.

You will also be disqualified if you:

- do not meet all the eligibility criteria;
- do not provide all the required supporting documents.

5.6 Reserve list

The Selection Panel will place the most suitable eligible candidates on a draft reserve list. This draft will be submitted to the Chair of the SRB for approval. The adopted reserve list will be valid until 31/12/2025. The validity of the reserve list may be extended by decision of the Chair of the Board.

Candidates should note that inclusion on a reserve list does not imply any entitlement to employment in the SRB.

Prior to being offered a post, candidates on a reserve list may be required to undergo further evaluation by the SRB (e.g., including a further interview).

Other important information

6. General information

6.1 Equal opportunities

The SRB applies a policy of equal opportunities and accepts applications without discrimination on the ground of 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.

6.2 Selection Panel

A Selection Panel will be appointed for this selection procedure and will be composed of at least 3 members (and alternates), including a member designated by the Staff Committee of the SRB.

The names of the Selection Panel members will be communicated to the shortlisted candidates in the invitation letter to their assessment.

Under no circumstances should candidates approach the Selection Panel, either directly or indirectly, concerning the selection procedure. The Selection Panel's internal proceedings are strictly confidential and any contact with its members is strictly forbidden. The Chair of the SRB reserves the right to disqualify any candidate who disregards these instructions.

6.3 Approximate timetable

The selection process may take some months to be completed; no information will be released during this period.

6.4 Appointment and conditions of employment

On the basis of the reserve list, successful candidates may be offered a contract as a Temporary Agent, AD6, in accordance with the SRB's Implementing Provisions on the employment of Temporary staff under Article 2f of the Conditions of employment of other servants of the European Union for an initial period of 3 years (including a probationary period of **nine** months).

The contract may be renewed for a further period of three years. After the second period, the contract may be renewed for an indefinite period.

The place of employment is Brussels (Belgium), where the SRB has its premises.

Temporary Agents will be required to demonstrate before their first promotion the ability to work in a third official language of the EU.

6.5 Remuneration

Successful candidates who are offered a contract of employment will, on entry into service, be placed in step 1 or step 2 of the relevant grade, according to the length of their professional experience. The basic monthly salaries for grade AD6, as at 1 January 2024 in Brussels, are:

- Step 1: € 6 418.36
- Step 2: € 6 688.09

In addition to the basic salary, staff members may be entitled to various allowances depending on their personal situation, such as expatriation allowance, household allowance, dependent child allowance, education allowance, etc. The salary is subject to a Community tax deducted at source and staff members are exempt of national taxation.

6.6 Protection of personal data

The purpose of processing the data submitted by candidates is to evaluate applications in view of possible recruitment at the SRB. The personal information requested by the SRB from candidates will be processed as required by 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 (Official Journal of the European Union, L 295 of 21 November 2018). This applies in particular to the confidentiality and security of such data. In this regard, please see the [Privacy statement](#).

6.7 Appeal procedure

If, at any stage of the selection procedure, an applicant considers that his/her interests have been prejudiced by a particular decision, s/he can take the following actions:

6.7.1 Request for review

Any candidate may send a request for review stating his/her reasons, within 10 calendar days from the date when the letter/e-mail notifying him/her of the decision was sent to him/her. Candidates can request the review by sending an email to: SRB-RECRUITMENT@srb.europa.eu.

6.7.2 Administrative complaint under Article 90(2) of the Staff Regulations of Officials of the European Union

Pursuant to Article 90(2) of the Staff Regulations of Officials of the European Union, any candidate may submit to the SRB a complaint against an act adversely affecting him/her. Any such complaint should be made to:

SRB Single Resolution Board

For the attention of the Chair of the SRB
Selection procedure: Ref. SRB/AD/2024/003
Treurenberg 22
B-1049 Brussels
BELGIUM

The complaint must be lodged within 3 months from the date on which the candidate is notified of the act adversely affecting him/her.

Should the complaint be rejected, the candidate may request judicial review of the act adversely affecting him/her pursuant to Article 270 of the Treaty on the Functioning of the European Union and Article 91 of the Staff Regulations, before:

The General Court

Rue du Fort Niedergrünewald
L-2925 Luxembourg
LUXEMBOURG
http://curia.europa.eu/jcms/jcms/Jo1_6308/

Any citizen of the European Union or any natural or legal person residing in a Member State may direct a complaint concerning instances of maladministration to the European Ombudsman pursuant to Article 228(1) of the Treaty on the Functioning of the European Union:

The European Ombudsman

1 avenue du Président Robert Schuman
CS 30403
F-67001 Strasbourg Cedex
FRANCE
<http://www.ombudsman.europa.eu/start.faces>

Please note that complaints to the European Ombudsman do not have the effect of suspending the period mentioned in Articles 90 and 91 of the Staff Regulations for lodging complaints or submitting an appeal before the General Court according to Article 270 of the Treaty on the Functioning of the European Union.