

**THE EUROPEAN AGENCY FOR SAFETY AND HEALTH AT WORK (EU-OSHA)
is seeking to recruit
A SENIOR DIGITAL COMMUNICATION OFFICER**

Come join the EU-OSHA - a dynamic Agency of the European Union based in the highly liveable city of Bilbao, Spain! We are a team of 65 staff members dedicated to promoting safe, healthy, and productive workplaces through technical, scientific, and economic information that supports policy-making and workplace risk prevention.

We are seeking a positive, flexible, constructive, and enthusiastic teammate with Digital Communication skills for a long-term renewable three-year contract¹.

In our vibrant and respectful multicultural environment, we foster work-life balance and offer flexible working arrangements such as part-time work, flexible hours, and teleworking.

By joining EU-OSHA, on top of receiving an attractive salary, you would be covered [by EU Joint Sickness Insurance](#) and would contribute [to EU pension scheme](#). For more information on our activities, go [to http://osha.europa.eu](http://osha.europa.eu) and for more details on contractual and working conditions, go to [section 6](#) of this vacancy notice.

If you have the profile we are looking for and want to join the EU-OSHA team, just **send us your application!**

EUOSHA/CA/23/02 – SENIOR DIGITAL COMMUNICATION OFFICER (FG IV)²

1 JOB FRAMEWORK

The Senior Digital Communication Officer is part of the exciting and dynamic small editorial team within the Communication and Promotion Unit (CPU).

CPU presents the Agency to its public. It ensures that the OSH (Occupational Safety and Health) research findings, guidance and tools produced by the agency reach their target audience in a way that maximises their impact, contributing to the agency's mission. CPU is also responsible for running the Agency's campaigns, events, websites, publications, press, editorial and social media activities. These awareness-raising activities include the widely-recognised Healthy Workplaces Campaigns. CPU is also responsible for ICT for the Agency.

As Senior Digital Communication Officer, you will be reporting to the Head of Unit and supervised by a Senior Communications Manager, working alongside other talented Communications Officers. In this role, you will be responsible for the operational management of EU-OSHA websites' content in 25 languages³. You will develop, implement and monitor EU-OSHA's online communication strategy and communication plans, edit and produce content for various digital channels. Working together with other teammates, you will be at the forefront of a collaborative effort, liaising with colleagues internally and with external contractors and stakeholders.

For more information on the Agency's activities, have a look at our [Single Programming Document](#).

¹ It may be renewed for a five-year period. Any further renewal would be for an indefinite period.

² This document – originally prepared in English language - may be **machine** translated in other languages of the EU. In such a case, the original English version will prevail for all purposes.

³ The Content Management System (CMS) of EU-OSHA websites is DRUPAL9.

2 JOB PROFILE

The Senior Digital Communications Officer will have the following main duties:

- Developing, advising on, implementing, and monitoring EU-OSHA online communication strategy and communication plans;
- Adapting information, analysis and data from our OSH experts and projects into different digital formats for non-expert audiences;
- Coordinating website related activities within the remit of the editorial team;
- Contributing to the planning, monitoring and reporting of the digital communication related activities referred to in our Annual Work Programme;
- Working closely with the ICT team and web development external contractor and other stakeholders to ensure that the website design and content are user-friendly and accessible, optimised for digital communication, as well as properly structured and tagged for SEO (Search Engine Optimisation) purposes;
- Working with website analytics tools to analyse website traffic, measure user engagement, and identify potential areas for improvement;
- Engaging with internal and external stakeholders, presenting and participating in meetings;
- Performing regular external contract(ors) management and following up the related financial transaction tasks;
- Performing any other relevant activities assigned by the Senior Communications Manager or Head of Unit.

3 ELIGIBILITY CRITERIA

To be considered eligible for this selection procedure, candidates must satisfy all of the following requirements:

General conditions

Candidates must:

- be a national of one of the Member States of the European Union, Iceland, Norway, or Liechtenstein (parties of the EEA Agreement)
- have fulfilled any obligations imposed on them by the applicable laws on military service;
- produce the appropriate character references as to their suitability for the performance of their duties⁴;
- be physically fit to perform the duties.

Education

Candidates must have a level of education that corresponds to completed university studies of at least three years attested by a diploma.

Only diplomas that have been awarded in EU member states or that are the subject of equivalence certificates issued by authorities in the said member states will be taken into consideration.

Knowledge of languages

Candidates must possess a thorough knowledge⁵ of one of the official languages of the EU and a satisfactory knowledge⁶ of another EU language to the extent necessary for performance of his/her duties.

⁴ Prior to appointment, evidence of no criminal record is needed.

⁵ Equivalent to C1 level in all dimensions as defined in the [European framework of reference for languages](#)

⁶ Equivalent to B2 level in all dimensions as defined in the [European framework of reference for languages](#)

4 SELECTION CRITERIA

The following criteria will be used to assess eligible candidates through their application (including motivation letter), interview and written test(s).

4.1. Essential

Candidates must have the following:

Professional experience

- At least three years of professional experience⁷ in line with the duties under the job profile, including in particular strong hands-on experience in digital communication and relevant past contribution to online communication strategies and communication plans;
- Experience in working with a CMS (Content Management Systems) platform, such as Drupal;
- Experience in web analytics (such as Matomo) and best SEO practice.

Technical skills and knowledge

- Good knowledge of HTML, CSS (Cascading Style Sheets) or JavaScript;
- Good understanding of user experience (UX) design;
- Excellent oral and written communications skills in English⁸.

Personal and interpersonal skills

- Excellent analytical and problem-solving skills;
- High attention to details and accuracy;
- Ability to self-organise, delivering quality results under tight deadlines;
- Excellent interpersonal and teamworking skills.

4.2. Advantageous

- Knowledge of social media platforms and social media marketing;
- Knowledge of multimedia production related software and digital design skills;
- Familiarity with digital media relations and media monitoring.

5 SELECTION PROCEDURE

A Selection Committee is appointed for this selection procedure. The composition is as follows: Nadège Perrine, Marta Urrutia and Alban Guillerm.

The work of the Selection Committee and its deliberations are confidential. Candidates shall not make direct or indirect contact with them or have anybody do so on their behalf. Any infringement of this rule constitutes grounds for disqualification from the selection procedure.

All inquiries for information should be addressed via email only to recruitment@osha.europa.eu, quoting the reference of the procedure (EUOSHA/CA/23/02).

The selection procedure will be carried in out in three phases.

⁷ Professional experience will be counted from the date on which the candidate acquired the minimum qualification for access to this position. Only duly documented professional activity (i.e. remunerated employment or self-employment) is taken into account. Part-time work will be taken into account in proportion to the percentage of full-time hours worked.

⁸ Equivalent to C1 level in all dimensions as defined in the [European framework of reference for languages](#)

Phase 1 – Screening of applications

1.1. Eligibility

The Selection Committee will assess whether candidates meet the eligibility criteria with the help of HR Section who will carry out a preliminary review of all applications. Only applications meeting all eligibility criteria (see section 3 above) as per the candidate 'self-declaration will move to the next phase. Candidates who do not fulfil one or more of the eligibility criteria at the closing date for applications, will be disqualified. They can see the status of their application within the EU-OSHA Recruitment tool. This step usually takes place within one month after the closing date for applications.

1.2. Selection for interview and written test(s)

On the basis of the information provided in the application, the Selection Committee will assess the applications (including motivation) against the required professional experience, technical skills and knowledge as well as advantageous criteria listed under section 4. Candidates presenting the most appropriate applications will be invited for an interview and written test(s). It is expected that around 6 candidates will be invited. Indicatively, this is expected to take place early December 2023.

Phase 2 – Interviews and written test(s)

The Selection Committee will assess the candidates' professional experience as well as both soft and technical skills required for the position and motivation. The interview and/or written test(s) may also assess the candidate's knowledge of matters relating to the activities of EU-OSHA.

The interview and written test(s), a part of which will be in anonymized form, will be carried out in English and, in principle, online.

For candidates who have English as their mother tongue or first language, the level⁹ of their 2nd EU language as declared in their application will be tested using appropriate means. The knowledge of other relevant languages as stated by the candidate in their application may also be assessed.

Upon completion of this phase, the Selection Committee will submit to the Executive Director the list of candidates having reached at least 70% of the points allocated to soft skills and motivation and at least 70% of the points allocated to technical skills/knowledge and professional experience.

Phase 3 – Possible Job Offer

Considering the list submitted by the Selection Committee, the Executive Director will decide on the most suitable candidate for a possible job offer and/or on the inclusion of suitable candidates in a reserve list, if any. This step is planned to take place within one month after the date of interview. The reserve list will, if any, be valid until 31/12/2024 and may be extended. Inclusion in the reserve list does not guarantee being offered a job.

Prior to a possible job offer, a discussion with the Executive Director may take place. In addition, reference checks should be arranged.

When such a position becomes vacant or needs to be covered, the Executive Director may offer a job to a candidate in the list whose profile best matches EU-OSHA's needs at that time.

6 ENGAGEMENT AND CONDITIONS OF EMPLOYMENT

The contract of employment is pursuant to Article 3(a) of the Conditions of Employment of Other Servants of the European Union¹⁰ (CEOS) for a long-term contract of three years as Contract Agent

⁹ Equivalent to B2 level in all dimensions as defined in the [European framework of reference for languages](#)

¹⁰ The full text is available [here](#).

Function Group (FG) IV, which may be renewed not more than once for a fixed period of time (5 years). Any further renewal would be for an indefinite period. The jobholder will be subject to a probationary period of 9 months.

The EU-OSHA will be bound to the job offer only where the successful candidate, prior to the contract signature, has:

- provided original or certified copies of all requested documents proving for instance, their eligibility,
- undergone the compulsory medical examination that establishes they meet the standard of physical fitness necessary to perform the duties involved
- have informed EU-OSHA of any actual or potential conflict of interest and has been considered as having no personal interest such as to impair their independence or any other conflict of interest through a specific form.

Job environment

The position is based in Bilbao and staff members are required to reside in Bilbao or its surroundings. The jobholder will work in a multicultural environment where on-going dialogue between management and staff, including representatives of the staff, is regarded as vital.

At EU-OSHA we foster flexible working arrangements and strive for our staff work-life balance. For instance, in accordance with current applicable rules, working time is based on an average of 40-hour working week and we offer part-time work, flexible working hours and teleworking. **Teleworking from Bilbao and its surroundings** is possible for **up to 60% per week**. In addition, it is also possible to telework for **up to 10 days per year from outside Bilbao and its surroundings**.

Pay and other benefits

The remuneration of the staff members consists of a **basic salary** and possible allowances paid in Euro weighted down by the correction coefficient for Spain (currently 94.2 %).

Staff **may be** entitled to various **allowances** depending on their personal situation, in particular foreign residence allowance (4% of the basic gross salary) or expatriation allowance (16% of the basic gross salary) and family allowances (such as household allowance, dependent child allowance, pre-school allowance and education allowance).

The salary of the jobholder is subject to a Community tax deducted at source and is **exempt from national tax**. The salary package includes the contributions to the EU social security and pension schemes.

As an indication, the net monthly salary for a Contract Agent Function Group IV grade 13 (i.e. with up to 5 years of professional experience) is of around 3600 Euro for an expat, single, and 5300 Euro for an expat with 2 children at pre-school.

Under certain circumstances, in particular where the jobholder is obliged to change their place of residence in order to take up employment, the Agency may also reimburse some expenses incurred, notably removal expenses.

From day 1, staff are covered against sickness and accident through the EU Joint Sickness Insurance Scheme (JSIS). JSIS reimburses 80-85% of most healthcare costs and in case of accident, it reimburses up to 100%.

Staff have also the possibility to earn an EU pension after just 10 years of working for an EU institution. Normal retirement age is 66, but one can also retire as early as 58 with a deduction of the pension amount.

To read more on the advantages of working for EU-OSHA, please follow this [link](#).

7 APPLICATION PROCESS

Commitment to equal opportunities

EU-OSHA is an equal opportunity employer and strongly encourages applications from all candidates who fulfil the eligibility criteria and are interested in the position. EU-OSHA is committed to accommodating the needs of applicants and selected candidates who may have special requirements (e.g. for reasons of disability). EU-OSHA ensures that its selection procedure does not discriminate on the grounds of gender, colour, racial, ethnic or social origin, genetic features, language, religion or belief, political or any other opinion, membership of a national minority, property, birth, disability, nationality, age, sexual orientation or gender identity.

In case of a disability, please do inform Human Resources at recruitment@osha.europa.eu and indicate which arrangements or adjustments relating to your disability are necessary, so that EU-OSHA can ensure your equal participation in the interviews/tests.

Application

Candidates must submit their application through the Agency eRecruitment tool [[here](#)].

Candidates need first to create an account in the eRecruitment tool and then to submit their applications.

The application must be submitted in the eRecruitment tool by no later than **Friday 10 November at 13h00 Bilbao Time**.

Candidates can check the status of their application within the eRecruitment tool and the main steps of the selection procedure on the [website](#).

8 DATA PROTECTION

EU-OSHA respects the privacy of its candidates and processes their personal data as required by [Regulation \(EU\) 2018/1725](#). For more information please follow this [link](#).

9 LEGAL REMEDIES

Candidates can submit a request for review or a complaint within the set deadlines and as indicated in the following [link](#).