

VACANCY NOTICE FOR THE POSITION OF

Expert - Digital marketing and stakeholder engagement - Contract Agent (FGIV)

Reference no. EEA/CA/2025/3

Please send us your application by no later than 5 May 2025 at midnight (Copenhagen time), following the instructions in the [ANNEX](#).

The European Environment Agency (EEA) is organising an open competition with a view to establishing a reserve list of experts to work in the area of communication.

THE AGENCY:

The EEA is an Agency of the European Union (EU) and one of the decentralised Union bodies. The EEA aims to support sustainable development and to help achieve significant and measurable improvement in Europe's environment, through the provision of timely, targeted, relevant and reliable information to policy-making agents and the public.

JOB DESCRIPTION:

Under the responsibility of the Head of Unit 'Communications, Stakeholders and Networks', reporting to the Head of Department 'Communications' (see [organisational chart](#)), the Expert shall be responsible for Stakeholder management and providing support to Eionet coordination as well as to external communication activities and public enquiries.

1. Eionet coordination support

The position will entail, among others, the following tasks:

- Contribute to Eionet stakeholder tools use and uptake, liaise with service desk on technical issues, extract analytics where necessary;
- Contribute actively to evolution of our Eionet engagement activities, using the digital tools;
- Contribute to professional uptake of the Eionet tools by EEA staff, for example by working with internal networks and other activity streams, such as country desk officers and Eionet group leads.

2. Stakeholder management

The position will entail, among others, the following tasks:

- Develop and manage the EEA's stakeholder relations management tool (e.g. Hubspot or similar);

- Ensure optimal use of the tool's functionalities, onboarding new colleagues and projects; oversee use of lists, carry out regular analytics about our subscriber base and their engagement;
- Ensure coherent approach of integrating the tool in our stakeholder activities and onboard colleagues when needed;
- Contribute to the development and implementation of EEA's stakeholder engagement framework by proposing and implementing improvements to short- and long-term digital engagement activities with new and current stakeholders; including its alignment with EEA's existing network members (e.g. Eionet);
- Manage contracts with external providers as well as internal project coordination.

3. Support to external communication activities and public enquiries

The position will entail, among others, the following tasks:

- Contribute to strategic work (e.g. defining long-term vision and goals) to enhance the EEA brand and communication and outreach activities;
- Contribute to the management of the EEA public enquiries services, e.g. handle incoming enquiries, follow up with experts;
- Contribute to other projects and efforts led by the Communications department around EEA priority projects or communication campaigns.

ELIGIBILITY CRITERIA:

Candidates applying must satisfy the following eligibility criteria on the closing date for the submission of applications:

- a) level of post-secondary education attested by a diploma, OR a level of secondary education attested by a diploma giving access to post-secondary education and appropriate professional experience of at least 3 years;
- b) following the award of one of the qualifications above, candidates must have a minimum of 3 years of relevant professional experience.

In addition, in order to be eligible a candidate must:

- Be a national of one of the member countries of the EEA (Member States of the European Union plus Iceland, Liechtenstein, Norway, Switzerland and Türkiye);
- Enjoy full rights as a citizen;
- Have fulfilled any obligations imposed by law concerning military service;

- Have a thorough knowledge of one of the languages of the EEA member countries and a satisfactory knowledge of another of these languages (corresponding to level B.2 of the [Common European Framework of Reference for languages](#));
- Meet the character requirements for the duties involved;
- Be physically fit to perform the duties linked to the post.

Candidates should assess carefully and check before submitting their application whether they fulfil all the conditions for admission laid down in the vacancy notice, particularly in terms of qualifications and relevant professional experience.

SELECTION CRITERIA:

(In your application, please provide examples from current or past work experience where these competencies have been applied)

Essential:

- A minimum of 3 years' proven experience related to the above-mentioned duties and responsibilities in one or more of the areas of the job description;
- Proven experience in using, developing and maintaining complex stakeholder databases and digital tools to facilitate networking activities;
- Proven experience in digital marketing tools, such as Salesforce and Hubspot, and output options, such as notifications, events and newsletters;
- Proven experience in diverse networking and stakeholder activities and projects, such as those across several countries, involving different stakeholder communities ranging from technical to non-expert;
- Very good understanding of different stakeholders' needs and application of relevant communication and planning tools to meet these needs;
- Excellent analytical, interpretative and presentation skills, including the ability to write to a diverse multilingual audience;
- Excellent command of written and spoken English language, at least at level C1 in all categories according to the [Common European Framework of Reference for Language](#).

Advantageous:

- Good understanding of administrative procedures within the European, public or international institutions and agencies, and good knowledge of the EU institutional and regulatory framework relevant for the job profile;
- Proven experience working with European Union and/or international institution/organisation;
- Good understanding of the EU financial regulations and procurement rules;

In addition to the requirements above, candidates invited to the written test and interview stage, will also be assessed against the following behavioural competencies:

- Excellent communication and interpersonal skills;
- Very good analytical, interpretative and presentation skills;
- Ability to work collaboratively and share expertise with others to deliver on common work goals;
- Diversity awareness and sensitivity;
- Service orientation and ability to understand stakeholder needs and requirements to ensure the delivery of quality results;
- Creativity, enthusiasm, flexibility and ability to work under pressure;
- Ability to organise work and prioritise tasks;
- Ability to seek out learning opportunities proactively.

EMPLOYMENT CONDITIONS:

The successful candidate will be offered a Contract Agent contract in accordance with Article 3a) of the [Conditions of Employment of Other Servants of the European Union](#).

The selected candidate will be employed for an initial time period of four years, renewable.

Successful candidates who are recruited undergo an initial probation period of 9 months.

Please note that recruitment is done in the first step of the grade within Function Group IV to which the successful candidate qualifies, depending on the duration of the acquired professional experience.

For information on salary, please see information published under [Contract Agents](#).

The place of work will be Copenhagen, Denmark.

It is brought to the particular attention of candidates that the provisions of Articles 11 to 26 of the Staff Regulations, concerning the rights and obligations of officials, shall apply by analogy to Temporary Agents. These rules specify that:

“An official shall carry out his duties and conduct himself solely with the interests of the Union in mind. He shall neither seek nor take instructions from any government, authority, organization or person outside his institution. He shall carry out the duties assigned to him objectively, impartially and in keeping with his duty of loyalty to the Union.

An official shall not without the permission of the appointing authority accept from any government or from any other source outside the institution to which he belongs any honour, decoration, favour, gift or payment of any kind whatever, except for services rendered either before his appointment or during special leave for military or other national service and in respect of such service.

Before recruiting an official, the appointing authority shall examine whether the candidate has any personal interest such as to impair his independence or any other conflict of interest. To that end, the candidate, using a specific form, shall inform the appointing authority of any actual or potential conflict of interest. In such cases, the appointing authority shall take this into account in a duly reasoned opinion. If necessary, the appointing authority shall take the measures referred to in Article 11a(2).”

For further information on the Staff Regulations and the Conditions of Employment of Other Servants of the European Union see: [Staff Regulations](#)

SELECTION PROCEDURE:

A Selection Committee is set up for the selection procedure. It consists of members designated by the Appointing Authority and the Staff Committee. The Selection Committee is bound by the principle of confidentiality as enshrined in Article 6 of Annex III to the Staff Regulations. This 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.

The Selection Committee adheres strictly to the conditions of admission laid down in the vacancy notice when deciding whether or not candidates are eligible. Candidates admitted to a previous selection procedure will not automatically be eligible. **Candidates are strictly forbidden to make any contact with the members of the Selection Committee, either directly or indirectly. Any infringement of this rule will lead to disqualification from the selection procedure.**

In a spirit of transparency, and in order to align our working methods with current practice in certain Member States, the administration has decided to proceed with the publication of [names of Selection Committee members](#).

Should the Selection Committee discover at any stage in the procedure that the candidate does not meet one or more of the general or special conditions for admission to the selection procedure, the candidate will be disqualified.

The Selection Committee decides on those candidates who are admitted to the selection procedure in accordance with the requirements as specified under eligibility criteria. The applications of the candidates admitted to the selection procedure are reviewed to establish whether or not they show evidence of all requirements as specified under selection criteria.

The Selection Committee will invite to the interview and to the written test phase the best qualified candidates (maximum of 8). Should the case arise that there are various candidates scoring the same number of points in the 8th ranking, the number of candidates to be invited may be increased accordingly to accommodate this.

The interview will be held in English and the candidate's knowledge of other languages will also be assessed during the interview. Candidates invited for an interview will be asked to undergo a written test in English, in the area of expertise required for the post. The test and the interview will take place online.

At the end of the interviews the Selection Committee will submit the list of suitable candidates to the Appointing Authority who will decide on the establishment of a reserve list for the post advertised or similar posts that may become available and on the appointment of the successful candidate. For that matter, a follow-up recruitment interview conducted by the Appointing Authority with the suitable candidates may be organised, if deemed appropriate. Candidates shall note that inclusion on the reserve list does not guarantee recruitment. Recruitment will be based on availability of posts and budget.

The reserve list for this post will be valid until **31 December 2026** and may be extended at the discretion of the Appointing Authority.

Prior to contract signature, the successful candidate will be asked:

- to provide original or certified copies of all relevant documents proving his/her eligibility, including a police certificate confirming the absence of any criminal record;
- to undergo a compulsory medical examination to establish that he/she meets the standard of physical fitness necessary to perform the duties involved.