

Subject: Secondment to the General Secretariat of the Council of a national expert on digital services for delegates Ref.: - END/2/2019 (4141)

The Digital Services (SMART) Directorate-General is responsible for providing, maintaining and improving digital services for all GSC stakeholders: staff, delegates, the Presidency and other institutions. It has recently established a customer relationship management (CRM) team within the Digital Solutions Directorate which is responsible for:

- establishing and maintaining effective business relationships between SMART and its customers;
- identifying and articulating customer service needs and ensuring that SMART continues to recognise and understand each customer and their individual business needs as they change over time;
- improving customer awareness of SMART's role and capacity and helping the customer to understand the value of the service(s) provided by SMART;
- contributing to SMART Strategic Planning by providing business input into IT services and proposing improvements where needed across the range of SMART portfolios: service, project and application;
- developing a clear communication structure and managing the interaction between all sections of SMART and its customers;
- monitoring user satisfaction, and using customer feedback and data to shape and refine SMART work programmes;
- representing SMART at committees and fora as appropriate.
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The General Secretariat of the Council seeks to recruit a seconded national expert to join the CRM team. The SNE will be responsible for developing and maintaining relationships with delegates and the rotating Presidency of the EU.

The duration of the secondment is two years, with the possibility of extension to a maximum of four years in total. According to Article 5 of Council Decision 2015/1027/EC, in exceptional cases the secondment could be extended for an additional period of up to two years.

The job description, which details the qualifications and experience required, is annexed hereto. The expert should preferably take up his/her duties at the General Secretariat of the Council, preferably, by 1 April 2019.

The conditions of the secondment, including allowances paid by the Council, are set out in the Council Decision of 23 June 2015 on the rules applicable to national experts on secondment to the General Secretariat of the Council (2015/1027/EC, OJ L 163, 30.06.2015, repealing Decision 2007/829/EC). According to Article 2 of this Decision, seconded national experts should be nationals of an EU Member State.

Applications should be accompanied by a curriculum vitae providing details of higher education and all posts held until now, and by a letter of motivation.

The relevant department together with the Human Resources Directorate shall examine the applications received, decide which candidates to shortlist, and conduct the interviews.

The Appointing Authority shall decide on the appointment, based on the outcome of the selection procedure. The General Secretariat of the Council may also decide to use the list of suitable candidates to cover possible future vacancies with the same profile.