OPERATIONS DEPARTMENT (OPER)

The mission of the OPER Department is to allow the EBA to fulfil its strategic objectives with an engaged and talented workforce, transformative digital capabilities, compliant and effective financial management, and a safe and sustainable working environment.

The OPER Department includes 4 Units: Human Resources (HR), Finance and Procurement (FP), Corporate Support (CS), Information Technology (IT).

Human Resources Unit (HR)

The mission of the HR Unit is to help the EBA as Employer of choice putting the right people, at the right place, at the right time with the right skills with a focus on purposeful engagement.

Assignment: the selected trainee(s) will assist in providing administrative support to the HR unit by supporting and contributing to HR projects, processes and policies in one or more the following areas:
- Talent attraction and selection: assisting with all aspects of recruitment procedures.
- HR Digitalisation: assisting with processes optimisation using digital technologies (e.g.: data migration to European Commission HR Management tool such as SYSPER).
- Talent management: assisting with the management of learning and development/trainings activities, the management of newcomers on/off-boarding, the management of staff mobility programmes, etc.
- HR metrics and reporting: assisting the daily management of HR records/reports/indicators, etc,
- Executing other administrative tasks as and when required.

Assessment profile:
- University degree in Human Resources, Public Relations, Social Sciences, Psychology, Law, European Studies, Business Administration, etc.
- Knowledge of/or experience in an area relating to human resources.
- Open minded approach, experience to working in a multicultural environment and motivation to learning.

Corporate Support Unit (CS)

The mission of the CS Unit is to provide a safe, inclusive, and collaborative office space for the EBA by planning and delivering excellent service and professional standards as we strive for a sustainable future.

Assignment: the selected trainee(s) will assist in providing administrative support in one or more the following areas:
- Data Protection, Internal Control Standards and Risk Management (e.g.: to provide support relating to the Audits conducted by Internal Audit Service (IAS) and European Court of Auditors (ECA), to assist in gathering data related to Agency's Annual Assessment, to assist in creation and updating of the Book of Policies and Procedures),
- Risk Management (e.g.: to take part in training, implementation, monitoring of the Operational Risk

Management, risk inventory, etc).
- Project Management (PM2/Agile) (e.g.: support wider project lifecycle, collecting, storing and analysing data relevant for the projects, implementation and monitoring of the project management processes, etc).
- Sustainability (e.g.: EMA certification follow-up, collecting, storing and analysing data relevant to sustainability, etc).

Assessment profile:
- University degree in Economics, Law, Business equivalents.
- Good communication skills.
- Working experience of using the MS package: Word, PowerPoint, Adobe Acrobat, Excel and Outlook.
- Experience in multicultural environments, through previous work placements or study abroad.
- Knowledge of Project Management methodologies such as PM2, Agile.

Finance and Procurement Unit (FP)

The mission of the FP Unit is to manage the EBA's budget and procurement procedures, ensuring timely budget acquisition, optimum budget execution, efficient and effective procurement of contracts, in full compliance with the applicable regulations.

Assignment: the selected trainee(s) will assist in providing administrative support to the FP unit as follows:
- Registration of incoming invoices and credit notes;
- Assisting with Operational/Financial initiation of financial transactions including commitments, payments, and budget transfers;
- Participating in ex-post control procedures;
- Assisting with the development and updating of the internal control systems and processes;
- Assisting with budget monitoring and reporting, including reporting through Power BI;
- Contributing to the development and implementation of finance systems and documentation, including the development and maintenance of SharePoints lists, and Power Automate Flows;
- Assisting in procurement procedures;
- Assisting in contract administration and monitoring;
- Executing other administrative tasks.

Assessment profile:
- University degree in Business, Finance, Accounting, Audit, Management, Law, or Administration.
- Working experience of using the Microsoft Office package: Word, PowerPoint, Excel, and Outlook.
- Working experience of using Microsoft PowerBI, PowerApps, and SharePoint.
- Experience in using ERP system.
- Experience in multicultural environments, through previous work placements or study abroad.

Information Technology Unit (IT)

The mission of the IT Unit is to deliver digital solutions, services and technology leadership to enable the EBA to achieve its strategic mission and to support its everyday operations. EBA IT closely collaborates with all EBA organizational units and its stakeholders to lead a digital transformation for EBA, delivering the digital solutions and the technology leadership for EBA to become a Digital Agency, with high efficiency, agility, and compliance.

Assignment: the selected trainee(s) will assist in providing administrative support to the IT unit as follows:

- Supporting the IT Team in the maintenance and improvement of user interfaces, starting with but not limited to, EBA internal SharePoint websites.
- Assisting the IT team in the creation and upkeep of Knowledge Repositories.
- Assisting Product Managers to organize collaboration spaces, document and knowledge repositories and other artefacts needed by the Product Team.
- Assisting the IT team in documenting internal processes and requirements.
- Assisting the IT team in other administrative tasks.

Assessment profile:

- University degree in the field of IT, Mathematics or Sciences.
- Experience in using HTML5, SharePoint Technologies and relational databases.
- Experience working in agile teams in software delivery or support.
- Working experience of using the MS package: Word, PowerPoint, Excel and Outlook.
- Experience in multicultural environments, through previous work placements or study abroad.