

Vacancy Notice

Head of Sector Security and Infrastructure Ref. ENISA-TA69-AD-2022-02

Type of contract	Temporary agent
Function Group and grade	AD 7
Duration of contract	4 years (renewable)
Area	Corporate Support Services
Place of Employment	Athens, Greece
Probation period	9 months
Reserve list	31/12/2025
Deadline for applications	14/09/2022 at 23:59:59 hrs GR time (CET ¹ +1)

The European Union Agency for Cybersecurity (ENISA) seeks to recruit motivated, dynamic, flexible and highly qualified staff to support its mission and contribute to the development of the Agency. ENISA's staff are expected to be reasonably mobile in order to respond to the needs of the Member States on the basis of planned as well as ad hoc needs.

1. The Agency

ENISA's mission is to achieve a high common level of cybersecurity across the Union, by actively supporting Member States, European Union institutions, industry, academia and EU citizens².

ENISA contributes to policy development and implementation, supports capacity building and preparedness, facilitates operational cooperation at Union level, enhances the trustworthiness of ICT products, services and processes by rolling out cybersecurity certification schemes, enables knowledge sharing, research, innovation and awareness raising, whilst developing cross-border communities and synergies.

ENISA is located in Athens, Greece (the agency's official seat) with a branch office in Heraklion, Crete, Greece and a Local Office in Brussels, Belgium.

Further information about ENISA is available on the ENISA website: <https://www.enisa.europa.eu/>

2. The Unit/The Sector

Corporate Support Services Unit

The Corporate Support Services (CSS) is a unit of ENISA which is responsible for implementing the corporate objective "Build an agile organisation focused on people" and support the Agency activities, pursuant to Chapter II of Regulation (EU) 2019/881 - Cybersecurity Act (CSA).

The underlying mission of the CSS is to help to ensure the seamless functioning of the Agency and provide efficient corporate support services for all operational units, teams and staff members, and when relevant, to other EU bodies and agencies under joint corporate service frameworks. The CSS

¹ Central European Time Zone.

² Regulation (EU) 2019/881 - Cybersecurity Act: <http://data.europa.eu/eli/reg/2019/881/oj>

unit has two sectors: the Resources Sector and Security & Infrastructure Sector, which would support the Head of Unit to deliver services in relation to HR, Finance and Procurement, IT, Facility Management and Security services.

3. The Job

ENISA is seeking to draw a reserve list from which one Head of Sector for Security and Infrastructure will be recruited. The established reserve list maybe used to cater for other Agency wide staffing needs.

ENISA is looking to recruit a professional with proven experience and commitment in development of people, policies and processes. S/he will contribute to the delivery of the Agency's business objectives as part of a dynamic corporate services team. S/he will deputise for the Head of Unit CSS as requested. The ideal candidate should have a proven track record in leading and managing change, while delivering high quality services. S/he should demonstrate high levels of personal integrity, political savvy and diplomacy in a changing environment.

The unit is facing important developments on critical areas such as sustainability, modernisation, collaboration and cooperation as well as building partnerships and transitioning from an administrative function to a service delivery model entity.

The jobholder will be responsible for the following tasks:

Strategic and Operational Management:

- Support and advise the Head of Unit in maintaining, developing and implementing the ENISA Security and Infrastructure corporate framework while operating in multiple sites;
- Coordinate and manage the planning, implementation and optimisation of the day-to-day service delivery of IT, Facility Management, Safety and Security services and ensure business continuity of services in multiple sites;
- Coordinate and manage ENISA's ICT infrastructure for both unclassified systems and systems processing EU classified information up to the EU secret level across multiple sites;
- Draft, contribute to and ensure the development and implementation of CSS/ENISA wide security and ICT framework, strategy and its subsequent policies, projects and processes with the aim to transition the agency to EU CI and ISO accreditation and professionalise its security posture and general infrastructure services;
- Review and assess the adequacy of security measures on the basis of risk assessments;
- Lead and act as ENISA's Head of Security Team, reporting directly, when needed, to the Executive Director in sensitive files;
- Act as Vice-Chair to the Information Technology Management Committee of ENISA, responsible for the coherent planning of the Agency's IT activities and overall IT architecture;
- Liaise and engage with the Budget Management Committee or other ENISA wide committees to ensure effectiveness and sound financial management;
- Advise the Executive Director and the Management Team on ENISA's Security and Infrastructure services;
- Deputise and act as back-up to the Head of Unit in activities within and outside the Agency;
- Promote and develop good practices and support the Agency's continuous growth in the area of Security and Infrastructure services;

- Manage service delivery in accordance with the priorities, including annual budget implementation and follow up, contract management and coordination, monitoring of expenditures and procurement/legal implementation.

Human/Financial and Stakeholder Management:

- Assist the Head of Unit on all aspects in relation to the administrative management of the Unit and Agency;
- Act as Authorising Officer for budget lines assigned, manage financial envelope and ensure that transactions are performed in an optimised, accurate and timely way in accordance to the applicable framework;
- Manage a team of professionals while fostering staff development and engagement and instil and maintain a culture of service delivery, strong work ethics and collaboration;
- Oversee and/or lead cross-organisational projects in close partnership with internal/external stakeholders;
- Represent the Agency and the Unit in internal or external meetings, including fostering partnerships within and outside the Unit and acting in close cooperation with the Head of Unit and/or the Executive Director and with various stakeholders;
- Liaise with the European Commission and other EU institutions, bodies and agencies on matters related to the field of expertise or Agency needs;
- Engage in senior management presentations and engagements such as Executive Board, Management Board, Management Team etc.;
- Manage and follow up on sensitive files with utmost discretion, integrity and ethics;
- Perform other duties as instructed by the management and the needs and priorities of ENISA.

The successful candidate will be required to act and abide by **ENISA's core values**.

- **Community Mind-Set:** ENISA works with communities, respecting their competencies and expertise, and fosters synergies and trust to best achieve its mission.
- **Excellence:** ENISA aims for state-of-the-art expertise in its work, upholds the highest quality standards of operation and evaluates its performance to strive for continuous improvement through innovation and foresight.
- **Integrity / Ethics:** ENISA upholds ethical principles and EU relevant rules and obligations in its services and working environment ensuring fairness and inclusiveness.
- **Respect:** ENISA respects fundamental European rights and values covering all its services and working environment, as well as the expectations of its stakeholders.
- **Responsibility:** ENISA assumes responsibility thus ensuring integration of the social and environmental dimensions into practices and procedures.
- **Transparency:** ENISA adopts procedures, structures and processes that are open, factual and independent, thus limiting bias, ambiguity, fraud and obscurity.

4. Qualifications and experience required³

4.1. Eligibility Criteria

The selection procedure is open to candidates who satisfy the following eligibility criteria on the closing date for application:

- Be a national of one of the Member States of the European Union⁴;
- Be entitled to his/her full rights as a citizen⁵;
- Have fulfilled any obligations imposed by the applicable laws concerning military service;
- Produce appropriate character references as to his or her suitability for the performance of the duties;
- Be physically fit to perform the duties linked to the post⁶;
- A level of education which corresponds to completed university studies attested by a diploma⁷ when the normal period of university education is four years or more; or
- A level of education which corresponds to completed university studies attested by a diploma and appropriate professional experience of at least one year when the normal period of university education is at least three years;
- In addition to the above, at **least six years** of proven full-time professional experience⁸ relevant to the duties concerned after the award of the university degree;

³ Candidates must satisfy ALL the eligibility criteria on the closing date of the application. In the event that you do not fulfil all the eligibility criteria, your application will not be further assessed. Candidates should assess and check before submitting their application whether they fulfil all the requirements as specified in the vacancy notice. Please include in the application form only professional experience and academic qualifications for which you hold supporting documents. Candidates must be able to provide supporting documents clearly showing duration and nature of experience upon request.

⁴ It should be noted that due to the withdrawal of the United Kingdom from the European Union on the 31/01/2020, British nationals who do not hold the nationality of another European Union member state, are not eligible for applications at ENISA due to the fact that they do not fulfil the requirements of Article 12.2 of the Conditions of Employment of Other Servants, namely that they do not hold the nationality of an EU Member State.

⁵ Prior to the appointment, the successful candidate will be asked to provide a certificate issued by a competent Member State Authority attesting the absence of any criminal record.

⁶ Before appointment, the successful candidate shall be medically examined in line with the requirement of Article 28(e) of the Staff Regulations of Officials of the European Communities.

⁷ Only diplomas issued by EU Member State authorities and diplomas recognised as equivalent by the relevant EU Member State bodies are accepted. If the main studies took place outside the European Union, the candidate's qualification must have been recognised by a body delegated officially for the purpose by one of the European Union Member States (such as a national Ministry of Education) and a document attesting so must be submitted if you have been invited for an interview. This will enable the selection board to assess accurately the level of the qualifications. For diplomas awarded in the UK diplomas awarded until 31/12/2020 are accepted without further recognition. For diplomas awarded after this date (from 01/01/2021), a NARIC recognition is required: <https://www.enic-naric.net/>. Candidates must meet this requirement on the closing date of application.

⁸ Professional experience connected with the Agency's areas of activities and for which you can provide verification of the period worked shall be taken into account. The professional experience is counted from the date of completion of the required diploma indicated in eligibility criteria and if it is on a paid basis (including internship/traineeship). PhD may be counted as professional experience if the candidate received a salary/study grant during the period of the PhD studies. The maximum duration counted for a PhD is three years provided that the PhD has been successfully concluded by the closing date for applications of the selection procedure. Hence, it is important that the start and end dates of the professional experience and whether is full time or part time workload (by outlining the percentage) should be indicated in the curriculum vitae. Any given period of professional experience shall be counted only once. Part-time periods will be calculated pro rata. Compulsory military service shall be taken into consideration as professional experience if the official documentation is provided.

- Thorough knowledge of one of the official languages of the European Union (at C1 level) and a satisfactory knowledge of another official European language of the Union (at B2 level) to the extent necessary for the performance of his/her duties⁹.

4.2. Selection criteria

Only eligible candidates who fulfil the above eligibility criteria will be further assessed by the Selection Panel against the selection criteria (essential and advantageous), solely based on the information provided by the candidates in their application form. Candidates who do not meet all the essential requirements, will be excluded from the selection process. Candidates who meet all essential requirements, will be scored against the advantageous requirements.

Candidates must provide concrete examples and/or results and/or actions they undertook in demonstrating the below criteria in their application form.

The candidates will be required to demonstrate he/she has:

Essential criteria

- Knowledge and experience of at least 5 years in positions with comparable tasks focusing on demonstrating ability how the corporate support services in IT, security and infrastructure services operate and are delivered;
- Experience in leadership and/or management role (project manager, team leader and/or head of Sector) focusing on demonstrating ability of how building partnerships and instilling collaborative mindset was achieved within the teams while planning and delivering goals;
- Proven ability in managing and implementing security and/or information security and/or ICT and/or risk management services on multiple sites/locations;
- Proven ability in dealing with sensitive files focusing on demonstrating how sensitive issues/information were handled;
- Strong communication skills in English, both orally and in writing, at least at level C1¹⁰.

Advantageous criteria

- Experience and knowledge of physical security, clearance policies and procedures as well as threat analysis and experience in handling classified information, including issues related to EU or national security;
- Experience in project/program management and/or change management and/or business transformation projects proven by suitable record of accomplishments and/or third-party attestation.
- Proven experience in managing budget in line with sound financial principles.

⁹ Please note that the minimum levels required above must apply to each linguistic ability (speaking, writing, reading and listening). You must have knowledge of at least two official EU languages: language 1 at minimum C1 level (thorough knowledge) and language 2 at minimum B2 level (satisfactory knowledge). These abilities reflect the Common European Framework of Reference for Languages <https://europass.cedefop.europa.eu/resources/european-language-levels-cefr>. The official languages of the European Union are: Bulgarian, Croatian, Czech, Danish, Dutch, English, Estonian, Finnish, French, German, Greek, Hungarian, Irish, Italian, Latvian, Lithuanian, Maltese, Polish, Portuguese, Romanian, Slovak, Slovenian, Spanish, and Swedish.

¹⁰ Cf. Language levels of the Common European Framework of reference: <http://europass.cedefop.europa.eu/en/resources/european-language-levels-cefr>

- Motivation for the advertised position.

Competencies

Moreover, the following competencies will be assessed during the selection procedure):

- Ability to coordinate and organise work, plan and manage resources in view of achieving common goals.
- Ability to establish, develop and nurture relations with internal and external stakeholders, negotiate and demonstrate diplomacy skills.
- Ability to draft clear and concise documents and presentations on complex matters for various audiences.
- Ability to demonstrate high level of customer and service orientation.
- Ability to demonstrate mindset and attitude of continuous improvement.
- Keen eye for details with the ability to maintain standards of accuracy.

5. Selection procedure

A selection panel is appointed by ENISA Executive Director. The name of the panel members (and/or observers if applicable) are published on the ENISA website once established. It is strictly forbidden for the candidates to make any contact with the Selection Board, either directly or indirectly. Any infringement to this rule will disqualify the candidate from the competition.

The selection procedure comprises of three consecutive phases:

5.1. Phase 1 – Preparatory phase & screening of applications

Each selection panel member (including the observer) signs a declaration with regard to confidentiality. The selection panel work and deliberations are bound by the principle of confidentiality as per Article 6 of Annex III of Staff Regulations. The Selection Panel adheres strictly to the conditions of admission laid down in the vacancy notice.

Before having access to candidates' applications, the selection panel pre-decides on the assessment methodology under each stage of the selection process: expected indicators and marks on how candidates' competencies will be assessed, interview and written test questions and duration, expected indicators and thresholds for the respective assessments, along with the reserve list ceiling.

Once having the access to applications, the members of the selection panel fill in a declaration with reference to conflict of interest and confirm that they have no conflict of interest or bias whatsoever with regard to the individual candidates.

All applications received are verified against the eligibility criteria set in the vacancy notice.

5.2. Phase 2 - Evaluation of applications

Only eligible candidates will be further assessed by the Selection Panel against the selection criteria outlined in the vacancy. Candidates admitted to a previous selection procedure will not be automatically eligible.

The selection process will be based on assessment of candidates merits against the criteria outlined in the vacancy. Therefore, candidates are recommended to give evidence of their knowledge, professional experience by specific examples and/or detailed professional experience, specific skills, knowledge and competencies in their application, in order to be evaluated in the best possible way. Selection will be made solely on the basis of the candidate's information provided in the application.

The selection panel will carry out an objective assessment of the candidates merits. Should the Selection Board 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 or that the information on the application form does not correspond with the supporting documents, the candidate will be disqualified.

5.3. Phase 3 – Shortlisting for interview and written test

The best-qualified applicants, who obtained the highest number of points (as pre-decided by the selection panel), are invited to an interview and written test. Moreover, all shortlisted candidates may be requested to prepare an assignment as part of the assessment phase and may be requested to submit an elaborated talent screener form, aimed at assessing the practical application of the experience and knowledge of the candidates.

Candidates shall be informed that this part of the selection procedure may be organised online. Specific instructions will be provided to shortlisted candidates.

An outcome notification will be provided to all candidates non-invited for the interview/written test.

The interview and the written test are conducted in English. In case English is the mother tongue of an applicant, some interview/written test questions may be asked in the language they indicate on the application form as their second EU language. Candidates invited for an interview/written test will be required to submit electronically relevant supporting documentation demonstrating their educational qualifications and work experience. Shortlisted candidates may also be required to provide work-related references upon request of the Agency.

5.4. Reserve List

The activity of the Selection Board ends with the drawing of a reserve list of suitable applicants to occupy the position advertised. The reserve list is unranked and is drawn alphabetically. Candidates should note that inclusion on the reserve list does not guarantee recruitment. In addition, reserve listed candidates may be asked to undergo a second interview or further assessment with the Appointing Authority or other designated members for which they will be informed in advance. Moreover, reserve list candidates may be invited for assessment centre, run by external contractors.

The reserve list will be valid until **31/12/2025**. This list may be used to recruit staff for other positions in the areas referred to in this vacancy. Candidates invited to an interview will be informed by e-mail whether or not they have been placed on the reserve list. Upon completion of the selection procedure, all candidates will receive an outcome letter.

The Authority Empowered to Conclude Contracts will ultimately decide on the successful candidate to be appointed to the post. The appointed candidates will be asked to fill a specific form informing the Appointing Authority of any actual or potential conflict of interest¹¹.

If a letter of intention is issued, the candidate must undergo a compulsory medical examination to establish that he/she meets the standard of physical fitness necessary to perform the duties involved and the candidate must provide original or certified copies of all relevant documents.

5.5. Selection procedure timelines

¹¹ In compliance with Article 11 of the Staff Regulations of Officials and Conditions of Employment of Other Servants of the European Union.

The Agency manages its selection procedures depending on the availability of the Selection Board members. It is envisaged that the interviews and written test will take place in September/October 2022. Please note that the selection process may take some time to be completed and that no information will be released during this period. The selection procedure status will be displayed on [ENISA career page and applicants are requested to visit regularly the page for update on the procedure.](#)

Due to the Agency's operational requirements, the successful candidate will be required to be available at the shortest possible notice.

6. Submission of applications

Candidates shall submit their application by strictly using the PDF application form related to the position they want to apply. The form is available on ENISA career website. The format of the PDF application must not be changed and filled accordingly to the instructions. The application must be submitted in English language, which is the working language of ENISA.

Candidates must send their application within the set deadline. In order to be considered, applications must be received by 23:59:59 GR time (CET+1) on the closing date. Applicants are strongly advised to submit their applications well in advance of the deadline, since heavy internet traffic or fault with the internet connection could lead to difficulties in submission last minute. ENISA cannot be held responsible for any delay related to internet connection issues etc. Applications sent after the deadline will not be considered.

Incomplete applications will be disqualified and treated as non-eligible. Candidates should submit a separate application for each vacancy they want to apply for. ENISA will not consider past applications of candidates received in former selection procedures.

At this stage of the selection procedure candidates are not required to send any additional supporting documents with the application (i.e.: copies of your ID-card, educational certificates, evidence of previous professional experience etc.).

7. Conditions of Employment

The successful candidate(s) will be recruited as a Temporary Agent, pursuant to Article 2(f) of the CEOS and annex I to the EUSR. The initial contract will be concluded for a period of 4 years. The contract may be renewed, in principle, for a period of 4 years. Any further renewal shall be for an indefinite duration.

If the successful candidate from the external selection procedure is already a member of temporary staff 2(f) in another EU Agency, the relevant provisions of the Management Board decision 2016/12 on the general implementing provisions on the procedure governing the engagement and use of temporary staff under Article 2(f) of the CEOS will apply.

Successful candidates will be graded on entry into service in step 1 or step 2. The steps will be determined in accordance with the number of years of professional experience of the successful candidate. The summary of the financial entitlements is available [here](#).

Successful candidates who have been recruited to a post at ENISA are required to furnish a valid certificate of good conduct before the start of their employment. The certificate of good conduct must be provided to ENISA prior to the signature of the employment contract. The certificate of good conduct must be issued by the relevant authorities of the country of nationality of the candidate and must not be older than three months at the time of submission to ENISA. ENISA reserves the right not

to proceed with the signature of the contract based on the content of the certificate or if the candidate fails to provide the certificate to ENISA.

The certificate of good conduct does not substitute a valid security clearance required for ENISA staff at the level indicated in the vacancy notice. Failure to obtain the requisite security clearance in reasonable time may be cause for termination of the employment contract. ENISA may at any time terminate the employment contract if the result of the security screening is not positive and the necessary clearance level is not granted or extended.

The requested level of security clearance for this post is: **SECRET UE/EU SECRET**.

8. Equal opportunity

As a European Union Agency, ENISA is committed to providing equal opportunities to all its employees and applicants for employment. As an employer, ENISA is committed to ensuring gender equality and to preventing discrimination on any grounds. It actively welcomes applications from all qualified candidates from diverse backgrounds, across all abilities, without any distinction on any ground such as 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, marital status or other family situation or sexual orientation, and from the broadest possible geographical basis amongst the EU Member States. In particular, ENISA encourages the applications of women for the positions where they are currently under-represented.

If you have a disability or medical condition that may hinder ability to sit the interview or written test, please indicate this in your application and let us know the type of special arrangements you need. If the disability or medical condition is developed after the deadline for the applications, you must notify us via email recruitment@enisa.europa.eu. Overall, ENISA strives to select, recruit, develop and retain, diverse talent workforce.

9. Requests, Complaints and Appeals

Candidates who consider that their interests have been prejudiced by any decision related to the selection procedure can take the following actions:

9.1. Requests for feedback: Candidates to a selection procedure can request feedback regarding their results within 15 working days from the communication of their results. They should expect to receive an answer from ENISA at the latest within 15 working days from the request. Please note that the request for feedback does not extend the deadlines to submit a request for internal review or administrative complaint under Article 90(2) of the Staff Regulations.

Candidates should send an email to the following email address recruitment@enisa.europa.eu by clearly indicating on the subject line: "Request for feedback of (name of candidate) for the vacancy notice reference number (vacancy notice reference number)" and clearly state their request on the content of the email.

9.2. Requests for internal review of the decisions taken by the Selection panel: Candidates who feel that an error has been made in relation to their non-admission to the selection procedure (i.e. not eligible) or to their exclusion from the selection procedure (i.e. not invited for an interview/written test) may request a review within 15 working days from the date on which they are notified about the decision. Requests for internal review may be based on one or more of the following reasons:

- i. a material irregularity in the competition process.

- ii. non-compliance, by the Selection panel or ENISA, with the Staff Regulations and relevant implementing rules, the vacancy notice, its annex and/or case-law.

Please note that candidates are not allowed to challenge the validity of the selection panel's assessment concerning the quality of their performance in a test or the relevance of their qualifications and professional experience. This assessment is a value judgment made by the Selection panel and disagreement with the Selection panel evaluation of the tests, experience and/or qualifications does not prove that it has made an error. Requests for review submitted on this basis will not lead to a positive outcome.

Candidates should send an email to the following email address recruitment@enisa.europa.eu by clearing indicating on the subject line: "Request for internal review (name of candidate) for the vacancy notice reference number (vacancy notice reference number)". The candidates shall clearly indicate the decision they wish to contest and on what grounds. Requests received after the deadlines will not be taken into account.

Candidates having requested a review will receive an acknowledgment of receipt within 15 working days. The instance which took the contested decision (either the Selection Board or ENISA) will analyse and decide on the requests and candidates will receive a reasoned reply in accordance with ENISA Code of good administrative behaviour. If the outcome is positive, candidates will be re-entered in the selection procedure at the stage at which they were excluded regardless of how far the selection has progressed in the meantime.

9.3. Administrative complaints: Candidates to a selection procedure, who consider they have been adversely affected by a particular decision of the Selection Board¹² have the right to lodge an administrative complaint, within the time limits provided for, under Article 90(2) of the Staff Regulations to the Executive Director of ENISA. A complaint can be submitted against any decision, or lack thereof, that directly and immediately affects the legal status as candidate. Candidates should note that a complaint to the Executive Director against a decision of the Selection Panel cannot result in overturning a value judgment made by the latter related to the scores given to candidates assessment of the relevance of candidates' qualifications and professional experience and of their performance in a test.

Candidates shall submit an email to the following email address recruitment@enisa.europa.eu by clearing indicating on the subject line: "Complaint under Article 90(2) of the SR of (name of candidate) for the vacancy notice reference number (vacancy notice reference number)". Complaints shall be addressed to the Executive Director of ENISA, Ethnikis Antistaseos 72 & Agamemnonos 14, Chalandri 15231, Attiki, Greece. The complainant shall indicate clearly the decision she/he wishes to contest and on what grounds. Complaints received after the deadline will not be taken into account.

9.4. Judicial appeals: Should the complaint under article 90(2) be rejected, candidates to a selection procedure have the right to submit a judicial appeal to the General Court, under Article 270 of the [Treaty of the Functioning of the European Union](#) and Article 91 of the [Staff Regulations of Officials and Conditions of Employment of Other Servants of the European Union](#). Please note that appeals against decisions taken by ENISA will not be admissible before the General Court unless an administrative complaint under Article 90(2) of the Staff Regulations has first been submitted and rejected by express decision or by implied decision.

¹² Assessment of the candidate interview and written test performance and therefore not being retain on the reserve list.

The General Court has consistently held that the wide discretion enjoyed by Selection Boards is not subject to review by The General Court unless rules which govern the proceedings of Selection Boards have been infringed. For details of how to submit an appeal, please consult the website of the Court of Justice of the European Union: <http://curia.europa.eu>

9.5. European Ombudsman: All EU citizens and residents can make a complaint to the European Ombudsman pursuant to Article 228 (1) of the the [Treaty on the Functioning of the European Union](#) as well as the [Statute of the Ombudsman](#) and the implementing Provisions adopted by the Ombudsman under Article 14 of the Statute. Before submitting a complaint to the Ombudsman, candidates must first make the appropriate administrative approaches to the institutions and bodies concerned

Please note that complaints made to the Ombudsman have no suspensive effect on the period laid down in Articles 90 (2) and 91 of the [Staff Regulations](#) for lodging complaints or for submitting appeals to the General Court pursuant to Article 270 of the [Treaty of the Functioning of the European Union](#). Please note also that under Article 2(4) of the [General conditions governing the performance of the Ombudsman's duties](#), any complaint lodged with the Ombudsman must be preceded by the appropriate administrative approaches to the institutions and bodies concerned.

For details of how to submit a complaint, please consult the website of the European Ombudsman: <http://www.ombudsman.europa.eu>

10. Data protection

All personal data shall be processed in accordance with Regulation (EU) No 2018/1725 of the European Parliament and of the Council (OJ L 295, 21.11.2018, p. 39–98) 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. ENISA is supervised by EDPS, <http://www.edps.europa.eu>. For any further enquiries you may contact the Data Protection Officer at: dataprotection@enisa.europa.eu

Candidates are invited to consult the [privacy statement](#) which explains how ENISA processes personal data in relation to recruitment selections.