



**Council of the European Union**  
General Secretariat

Directorate-General for Organisational Development and Services  
Directorate for Human Resources  
*The Director*

His /Her Excellency the Ambassador  
Permanent Representative of the Member States to the  
European Union

(by e-mail)

Brussels, 8<sup>th</sup> July 2025

**Subject: Secondment to the General Secretariat of the Council of a national expert in the field of IT Business Analysis and Project Management**

Ref.: SNE/01/2025 (GSC. DITEC.1.B.S1) - 1 post (369952)

Dear Sir or Madam,

The General Secretariat of the Council seeks to recruit a seconded national expert to join the Customer Engagement sector, in Demand and Change Management Unit of DITEC Directorate 1.

The Digitalisation, Information Technology and Cybersecurity (DITEC) Directorate-General is responsible for providing, maintaining and improving digital services for all GSC stakeholders: staff, delegates, the Presidency and other institutions. The Customer Engagement Sector (CES) serves as the primary point of contact between Directorate-General for Digitalisation, Information Technology, and its customers.

The sector plays a key role in ideation management, guiding users, understanding their needs, and ensuring that key compliance aspects such as Cloud alternatives, Data Protection Impact Assessments, Artificial Intelligence, Cybersecurity, and Enterprise Architecture are considered early in the process.

The CES coordinates the list of demands, ensures they are ready for estimation, and supports their inclusion in the Annual Work Programme, making sure that holistic customer elements are considered.

The CES also manages working groups, collects feedback, and launches IT surveys to help ensure that the GSC delivers its functions as effectively as possible.

Finally, the sector is instrumental in the Change Management process, ensuring that related activities are well-planned, clearly communicated to stakeholders, and supported by appropriate mitigation measures when needed.

During the secondment, the national expert will have the chance to work on policies that directly impact the future of Europe, engage with key international stakeholders, and participate in high-level negotiations in a dynamic and collaborative environment. Moreover, the importance of work-life balance is recognized at the GSC, and flexible working hours, as well as the possibility to work remotely part of the time, are offered to accommodate both personal and professional needs.

The job description, which details the qualifications and experience required, is annexed hereto.

The duration of the secondment will be two years, with the possibility of extending it to a maximum of four years in total. Please note that in accordance with Article 5 of Council Decision (EU) 2015/1027, the secondment could be extended for an additional two years in exceptional cases.

The expert should take up their duties at the General Secretariat of the Council by **16<sup>th</sup> October 2025**.

The conditions of the secondment, including allowances paid by the Council, are set out in the Council Decision of 23 June 2015 concerning the rules applicable to experts on secondment to the General Secretariat of the Council (Council Decision (EU) 2015/1027, OJ L 163, 30.6.2015, repealing Decision 2007/829/EC). According to Article 2 of that Decision, seconded national experts must be nationals of an EU Member State.

Member States are hereby invited to propose qualified candidates for the post.

Proposals should indicate the national contact point(s) responsible for each candidate's submission. Submissions should be accompanied by a curriculum vitae detailing all posts held by the candidate to date as well as their education, and by a motivation letter.

Replies to this letter should be sent by email, no later than **17:00 CEST on 25 August 2025**, to the following address: [seconded.national.experts@consilium.europa.eu](mailto:seconded.national.experts@consilium.europa.eu).

The relevant department, together with the Human Resources Directorate, will examine the applications received, decide which candidates to shortlist, and conduct the interviews. The Appointing Authority will 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 fill future vacancies with the same profile.

If necessary, further information can be obtained from the General Secretariat of the Council by contacting Ms Eva Bourdakou, Head of Sector Customer Engagement , tel. +32 (0)2 281 5301, email: [eva.bourdakou@consilium.europa.eu](mailto:eva.bourdakou@consilium.europa.eu).

Yours sincerely,

**Nathalie Pensaert**

## **Annexes**

Annex 1 – Job description

**Seconded National Expert (SNE)  
at the General Secretariat of the Council of the European Union**

**GSC.DITEC.1.B.S1 Customer Engagement**  
Ref.: SNE/01/2025 (GSC.DITEC.1.B.S1) - 1 post (369952)  
**Job description**

**A. Main tasks and responsibilities**

Working at the General Secretariat of the Council in Brussels, under the authority of the Director for Digitalisation (DITEC.1), the SNE will join the Customer Engagement sector.

The expert will be called upon to:

- a) Coordinate and support the process for capturing and validating the GSC's departments needs

The SNE will act as the key contact for all digital needs from the GSC, helping to shape requests by gathering high-level information (business objectives, expected benefits and scope). Ensure validated needs are captured in the demand tool, and actively drive the prioritisation process by facilitating sessions between various departments and DITEC stakeholders (Heads of Units, Project Managers, etc.).

- b) Engage directly with DGs, Presidency and Member States

Learning how the existing digital tools fit into the day-to-day work of the GSC's DGs, Member States and the Presidency is critical for developing customer relations. The SNE will work with key stakeholders in the GSC, Permanent Representations and capitals to discuss digital solutions, new initiatives and major rollouts.

- c) Participate in surveys, interviews, workshops on digital tools

The SNE will be involved in user-engagement with end users both internal and external with a view to improving service provision, support and the customer experience when using digital tools provided by the GSC.

**B. General conditions**

According to the Decision <sup>1</sup> applicants must:

- have worked for their employer on a permanent or contract basis for at least 12 months before their secondment;
- remain in the service of their employer throughout the period of secondment;
- have at least three years' full-time experience of administrative, scientific, technical, advisory or supervisory functions relevant to the performance of the duties assigned to them;
- be nationals of one of the Member States of the European Union;
- have a thorough knowledge of one official language of the EU<sup>2</sup> and a satisfactory knowledge of a second language for the performance of their duties.

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<sup>1</sup> Council Decision of 23 June 2015 concerning the rules applicable to experts on secondment to the General Secretariat of the Council

<sup>2</sup> The languages of the EU are: Bulgarian, Croatian, Czech, Danish, Dutch, English, Estonian, Finnish, French, Irish, German, Greek, Hungarian, Italian, Latvian, Lithuanian, Maltese, Polish, Portuguese, Romanian, Slovak, Slovenian, Spanish and Swedish.

### **C. Qualifications and experience**

Applicants should have:

- A level of education which corresponds to completed university studies of at least three years attested to by a diploma, or equivalent vocational training attested to by a diploma or a certificate issued by an institute for advanced studies in a relevant field.
- Professional experience of at least five years working in public administration IT project management and business analysis, particularly with complex, multi-stakeholder projects.
- Experience/knowledge of the workings of the EU.
- Experience of attending EU meetings as a delegate and familiarity with the current IT tools for delegates will be considered an asset.

### **D. Required skills**

- Excellent (oral and written) communication skills.
- Excellent project management and business analysis skills.
- Excellent interpersonal communication and experience of managing different stakeholders.
- Ability to work harmoniously and productively with people of different national, cultural and personal backgrounds.
- A thorough knowledge of one official language of the EU and a satisfactory knowledge of a second language, for the performance of the duties concerned; in practice, in the interests of the department, fully fluent spoken and a very good written English is required and French is an asset.

### **E. Security clearance**

National security clearance at EU SECRET level. Such clearance needs to be obtained by the candidate from his/her competent authorities before secondment to the General Secretariat of the Council. The validity of the clearance should cover the entire period of thesecondment. In the absence thereof, the General Secretariat reserves the right to refuse thecandidate's secondment as a national expert

The GSC is committed to diversity and inclusion. We actively seek diversity and promote inclusion among staff. We embrace all differences based on geographical and demographic characteristics and identities and strongly believe that diversity enriches our perspectives, improves our performance, and increases our well-being. We therefore encourage applications from qualified candidates from diverse backgrounds and on the broadest possible geographical basis amongst the EU Member States.

Please find here the [link](#) to the privacy statement about the treatment of your personal data.

Further information on the nature of the post can be obtained from Ms Eva Bourdakou (tel. +32 2 281 5301, e-mail: [Eva.bourdakou@consilium.europa.eu](mailto:Eva.bourdakou@consilium.europa.eu)), Customer Engagement sector.

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