

# Job Title: Head of the Recruitment Support Service

Req ID 9661 - Posted 08/07/2020



## EUROPEAN SPACE AGENCY

Vacancy in the Directorate of Internal Services.

ESA is an equal opportunity employer, committed to achieving diversity within the workforce and creating an inclusive working environment. Applications from women are encouraged.

### Post

#### Head of the Recruitment Support Service

This post is classified A2-A4 on the Coordinated Organisations' salary scale.

### Location

ESTEC, Noordwijk, The Netherlands

### Description

Head of the Recruitment Support Service, in the HR Support Services Division, Human Resources Department, Directorate of Internal Services.

### Duties

Reporting to the Head of Division, you will be in charge of recruitment support for all ESA sites. This will involve contributing to the continuous improving, streamlining and optimising of recruitment processes ESA-wide by exploiting the use of IT tools and fostering the most efficient work organisation.

The Service supports the recruitment activities conducted by the HR Business Partners and HR Advisors; it interfaces with external candidates, ESA staff and recruiting managers. This involves:

- preparing and publishing Job Requisitions
- pre-screening applications
- providing external services (video interviews, competence assessments) to facilitate the selection process
- organising interviews, interfacing with candidates, recruiting managers and HR Business Partners
- following up interviews until the selected candidate is approved
- security, references and degree checking for selected external candidates
- onboarding activities for newcomers and staff transferring from other ESA sites

You will be expected to contribute actively to defining and implementing Key Performance Indicators for core operations processes and to prepare various reports related to recruitment.

This will require setting up effective interfaces and work relations with the HR Business Partners and HR Advisors assigned to the various business units, the Staff Administration Service and the HR Competence & Policy Centre.

### Technical competencies

State-of-the-art knowledge in area of responsibility at required level

IT skills regarding the operation and evolution of our HR solution SAP SuccessFactors

Understanding of the Agency's rules and regulations and HR specific processes and procedures

HR data analysis and reporting

### Leadership competencies

Developing & motivating people

Fostering cooperation & effective team-working

## Behavioural competencies

Problem Solving  
Customer Focus  
Cross-Cultural Sensitivity  
Communication

## Education

You should have a Master's degree.

## Additional requirements

Knowledge of lean management and people management experience are assets.

You will commit to observing total discretion in discharging these duties.

Knowledge of lean management is an asset.

In addition, you should have:

- the potential to manage individuals or a team
- the ability to organise your activities and ensure a motivating work environment
- strong leadership capabilities, with proven relationship management and communication skills
- the ability to drive your team's performance, developing their people by encouraging learning, delegating responsibility and giving regular and constructive feedback
- strong problem-solving skills to deal with day-to-day operational challenges, together with demonstrated planning and organisational skills
- a strong results orientation with the ability to set priorities and present practical solutions both orally and in writing
- the ability to manage challenging situations proactively and constructively and to be customer focused.

Previous people management experience is an asset for the position, as is international experience, i.e. outside the your home country, as well as experience in diverse functional areas relevant to the activities of ESA.

## Other information

For behavioural competencies expected from ESA staff in general, please refer to the ESA Competency Framework.

The working languages of the Agency are English and French. A good knowledge of one of these is required. Knowledge of another Member State language would be an asset.

The Agency may require applicants to undergo selection tests.

## The closing date for applications is 5 August 2020.

If you require support with your application due to a disability, please email [contact.human.resources@esa.int](mailto:contact.human.resources@esa.int).

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Please note that applications are only considered from nationals of one of the following States: Austria, Belgium, the Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Ireland, Italy, Luxembourg, the Netherlands, Norway, Poland, Portugal, Romania, Spain, Sweden, Switzerland, the United Kingdom and Canada and Slovenia.

According to the ESA Convention the recruitment of staff must take into account an adequate distribution of posts among nationals of the ESA Member States. When short-listing for an interview, priority will first be given to internal candidates and secondly to external candidates from under-represented Member States. (<http://esamultimedia.esa.int/docs/careers/NationalityTargets.pdf>)

In accordance with the European Space Agency's security procedures and as part of the selection process, successful candidates will be required to undergo basic screening before appointment.

Recruitment will normally be at the first grade in the band (A2); however, if the candidate selected has little or no experience, the position may be filled at A1 level.