

SELECTION NOTICE FOR PROJECT MANAGER - ORGANISATIONAL IMPACT OFFICER

REFERENCE NUMBER: ACER/2024/01

Position (job title):	Project Manager - Organisational Impact Officer
Department / Team:	Director
Function Group / Grade:	Temporary Staff, AD5
Contract duration	5 years (with possibility of renewal)
Place of employment:	Ljubljana, Slovenia
Starting date:	July 2024
Closing date for applications:	4 March 2024, 14:00 Ljubljana time

1. ABOUT THE AGENCY

The European Union Agency for the Cooperation of Energy Regulators (hereinafter referred to as “ACER”) is a European Union (“EU”) body, legally established by Regulation (EU) No 2019/942¹ and operational since 2011. ACER is central to the integration and well-functioning of the EU's electricity and natural gas markets.

1.1 Our purpose

Our overall purpose is achieving a transition of the European energy system in line with the political objectives set, reaping benefits of increased energy market integration across Europe, and securing low-carbon supply at least possible cost for European businesses and citizens.

The Agency promotes:

- A more competitive, integrated market, offering consumers more choice,
- An efficient energy infrastructure and network, enabling energy to move freely across borders, the integration of renewable sources, and therefore ensuring a higher degree of security of supply,
- A monitored and transparent energy market guaranteeing consumers fair prices and limitation of market abusive behaviours.

In this respect, ACER:

- Complements and coordinates the work of NRAs,
- Participates in the development of European network rules,
- Takes, under certain conditions, binding individual decisions on terms and conditions for access and operational security for cross-border infrastructure, on cross-border cost allocation for Projects of Common Interest and on terms and conditions or methodologies for the implementation of network codes,
- Gives advice on electricity and natural gas related issues to the European institutions,
- Monitors the internal markets in electricity and natural gas and reports on its findings,
- Monitors trading in wholesale energy products to detect and deter market abuse and ensure the integrity and transparency of EU wholesale energy markets in accordance with REMIT i.e., Regulation (EU) No 1227/2011.

1.2 ACER's evolving role

ACER is on a significant growth trajectory, marked by an expanding number and array of tasks in the recent years. Our role as a collaborative agency within the framework of the EU's national energy regulatory authorities remains

¹ Regulation (EU) No 2019/942 of the European Parliament and of the Council of 05 June 2019 (recast).

at the heart of our mission, complimented by a range of tasks that span various aspects of the EU energy system, encompassing monitoring of energy flows, wider system needs, and so much more.

ACER is currently at a critical point, playing a key role in advancing EU energy market integration and bolstering market integrity and transparency; efforts that strike us as more crucial than ever. Our goal is to contribute with our capacities, insights, and creativity as an EU energy regulatory agency to a transition of the energy system that is affordable, secure, and decarbonized – a transition that takes place at the pace set by government leaders across the EU.

ACER has been entrusted with additional responsibilities under the "Clean Energy for all Europeans" legislative package, and the most recent legislative packages at EU level, focusing on key areas such as Gas Decarbonisation, REMIT reform, and Electricity Market Design, will bring a sizeable addition to ACER's tasks, aiming at transformative changes to the European energy landscape.

As the tasks and type of roles accorded to ACER continue to grow, more focus is needed on how we retain an effective, flexible and nimble organisation, capable of working seamlessly across different teams and departments, leveraging many different technical backgrounds of staff, enabling the right mix of experience from our current staff with the new perspectives of incoming staff members. At the same as we evolve our corporate culture towards ever-greater impact, collective improvement and learnings, we are relentlessly committed to avoiding the often incurred 'curses of growth' such as greater bureaucracy, controls, paperwork etc. where this is not specifically warranted. For these efforts, the new position as Organisational Impact Officer will be key.

1.3 Who we are

ACER currently employs around 170 staff (statutory and non-statutory) and has an approved annual budget of over € 30 million in 2024. With the new responsibilities being assigned to its mandate, the agency anticipates a significant growth in the forthcoming years, expecting significantly more than 200 staff by 2025.

Our organisational structure underwent a transformation to enhance our efficiency and effectiveness and to prepare us to deliver on a number of new tasks accorded to us in the aforementioned major legislative packages agreed towards the end of 2023. Our new organisational structure now comprises seven Departments: Coordination, Cooperation and Legal; Electricity; Energy System Needs; Gas Hydrogen and Retail; Market Information and Transparency; Market Surveillance and Conduct; REMIT Investigations. An updated ACER organigram is [available on our website](#).

1.4 Our ongoing journey of progress

ACER offers a dynamic and motivating workplace, where diversity is celebrated and where people's commitment and achievements contribute to build an organisation that is better than the sum of its parts. We strive towards becoming an innovative and engaging workplace, by committing continuously to invest in learning and development opportunities and by focusing on staff well-being and work-life balance.

At ACER we believe in fostering a high-impact, high-performance type of environment which is built on strong mutual trust, empowerment, personal responsibility, psychological safety, and teamwork at all levels.

Hence, we invest heavily in the professional development of staff, support a 'low on hierarchy, high on impact' organisational culture, prioritise personal relations and support an active constructive feedback culture, emphasising the positives whilst not shying away from addressing the negatives.

Looking ahead, as a growing agency we recognize the importance of focusing on cross-organisational issues, encompassing both work practices and our broader work culture. We find this essential to maintain a cohesive, collegial work culture ("one ACER"), which is reinforced as we welcome a significant number of new colleagues joining our agency in the coming years. For this, the new position as Organisational Impact Officer will be key.

2. WHAT WE LOOK FOR

2.1 The profile

We are looking for an **Organisational Impact officer**, who will play an important role in the agency's growth and development initiatives. This role requires understanding of the dynamics within a public multinational organisation such as ours, coupled with experience in cross-organisational processes, team dynamics, continuous process improvement, taking learnings from various interactions and applying this across the organisation, as appropriate.

Our ideal candidate is highly relational, driven, highly organised, passionate about making a meaningful impact, bringing an organisational-strategic mindset with a keen eye for identifying new opportunities and improvements. We are looking for someone who will foster collaboration across teams and departments and take the lead in steering, advising, and facilitating various projects and processes aimed at advancing our organisational development and success.

In so doing, the ideal candidate will be naturally self-confident, willing and capable of expressing his/her views clearly, also when these may differ from those in the project teams concerned and/or the senior management; this whilst at the same time displaying a well-developed sense of team dynamics, a strong willingness and capacity for attentive listening, including to subtle non-verbalised messages, and the ability to adjust or change approaches along the way. Needless to say, the person will be a team player to the core, reflecting the fact that our collective mission stands above individual preferences.

We are committed to continually enhance our operational processes, which may involve modifying or reallocating specific responsibilities. It is therefore imperative that the jobholder exhibits flexibility, openness to change and the ability to adapt to evolving roles.

2.2 Competencies

All staff working at ACER share the following **core competencies**:

- **Cooperating:** working with others towards achieving work goals;
- **Delivering quality results:** focusing on achieving results while applying relevant processes and procedures to meet quality standards;
- **Communicating:** sharing relevant information clearly and concisely, sharing useful information with others as appropriate;
- **Problem solving:** having the ability to identify and raise issues or concerns and seeking to anticipate problems a positive and helpful manner;
- **Being service oriented:** complying with ACER's rules and procedures, providing support and delivering services with a view to provide added value;
- **Self-development and knowledge sharing:** ability to share knowledge to support team effectiveness, while seeking feedback to enhance own performance;
- **Valuing diversity:** welcoming and working respectfully, inclusively and effectively with people from diverse backgrounds, while demonstrating respect and understanding of different points of view.

The jobholder will be required to have the following **specific / functional competencies**:

- **Project and portfolio management:**
 - Planning, developing, and monitoring various processes and projects,
 - Developing project goals and timelines, identifying, and allocating necessary resources for successful implementation,
 - Identifying risks and developing mitigation strategies,
 - Analysing existing processes, redesigning, and improving them to optimize the efficiency and alignment with strategic goals of the agency,
 - Implementing best practices and innovative solutions to enhance organisational processes.

Overall, we look for someone well-versed in managing projects and portfolios effectively, combined with various organisational skills.

- **Cross-Functional Collaboration:**
 - Seamlessly collaborating across departments and teams in steering and facilitating the implementation of various processes and projects,

- Ability to build relationships, facilitate communication and promote cooperation and teamwork,
- Encouraging knowledge sharing and best practice dissemination, facilitating exchange of lessons learned, ideas and innovative approaches,
- Collaborating with teams in project planning to ensure collective advancement of the agency's objectives.

Overall, we look for someone who will promote effective collaboration in enhancing project success, promoting innovation and contributions of many staff members for the benefit of our agency. In brief, we look for someone skilled and motivated in fostering a culture of cross-departmental cooperation and teamwork.

- **Change management, particularly in terms of working patterns, working culture and continuous process learnings and improvements:**
 - Planning, implementing, and managing changes of organisational processes within the agency to ensure successful adoption,
 - Guiding teams and individuals through such efforts, reaping relevant learnings and disseminating them across the agency, as relevant
 - Ability to craft and deliver communication strategies to keep staff of the agency informed about the development of various key processes as well as display the value of and the need for various changes along the way.

Overall, we look for someone who will be at the forefront of nurturing and facilitating organisational change, ensuring that initiatives are implemented as smoothly as possible, achieve their intended outcomes and are disseminated across the agency, as relevant.

2.3 The position

The Organisational Impact officer will report directly to, and work alongside the Director, while also collaborating across the entire agency.

The jobholder will help drive, facilitate and keep track of various organisational-cultural initiatives within the agency, playing a pivotal part in optimizing operational processes, enhancing efficiency, aligning organisational-strategic goals, and ultimately contributing to the agency's overall success and development in a context of significant growth and a rapidly evolving external context.

The main purpose of the job is to help drive, facilitate and keep track of key projects aimed at advancing our organisational development, focusing on fostering cross-functional collaboration, teamwork, and the right organisational culture that we seek as we continue our journey of considerable growth both in the number and variety of agency tasks as well as in the number of staff members joining us in the coming years.

2.4 Main responsibilities

The duties of the Organisational Impact officer will include the following:

- Help drive and facilitate planning, execution and implementation of various organisational projects and portfolios in line with the agency's strategic goals,
- In so doing, design and encourage activities with a conscious focus on relationship-building to optimise the dynamics and practical functioning of the relevant teams and groups,
- Ensure complementarity among various projects and their alignment with the agency's overall strategic direction, mission and vision,
- Formally and informally track and encourage progress through structured meetings, processes and check-ins, identifying supportive or correction actions, as appropriate,
- Help nurture an environment where all voices are heard in the execution of relevant projects, especially when it comes to diverging opinions (as opposed to superficially concluding views are broadly shared); at the same time, help discussions towards a constructive conclusion, not shying away from addressing conflictual issues, nor settling for lowest-common-denominator outcomes,
- Analyse existing processes, develop and implement improvements for efficiency optimization, disseminating these to the wider organisation, as relevant,

- Implement best practices and innovative solutions to enhance our ways of working across the agency, whether these are more formal/structural or more informal/more work culture oriented, thereby contributing to ‘breaking down siloes’,
- More generally, identify broader organisational learnings and reflections as well as individual development activities to strengthen cross-team cohesion and overall progress of tasks,
- Support the Senior Management team and the Departments as well as the relevant project teams in place in planning and implementing new ideas and projects successfully,
- Understand and adjust to priorities outside of the organisation while steadily pursuing ACER’s objectives (‘outside in orientation’) so as to enhance impact,
- Take charge in planning, executing, and overseeing various organisational or working-culture changes within the agency, ensuring as seamless adoption and as minimal disruption to ongoing operations as possible, whilst acknowledging that change initiatives may prove disruptive and can take time.

The jobholder may be required to work in other areas of ACER, according to needs and priorities, as determined by the Director.

3. WHAT WE OFFER

3.1 What you can expect in the role

You will be a part of a highly dedicated and motivated group of professionals, with various possibilities and opportunities to develop your knowledge and competencies through a combination of on-the-job experience, specialized trainings tailored to your profile, and our Mentoring scheme.

At ACER, we believe in nurturing talent and fostering an environment where everyone can not only excel but also be constantly challenged in a positive way, enabling you to evolve and thrive professionally.

3.2 Work-life balance

At ACER, we are committed to providing a healthy work-life balance, by offering the possibility of hybrid working arrangements that allow you to balance your professional and personal life effectively. With flexible working hours, you can tailor your schedule to suit your preferences, making it easier to manage your commitments both in and outside of work. We believe that a harmonious work-life balance is essential for everyone’s well-being and productivity.

3.3 Conditions of employment

Pursuant to Article 2(f) of the CEOS, the successful candidate will be appointed by the Director as a Temporary Staff in Grade AD 5 for a period of 5 years, which may be renewed.

Pay and welfare benefits: The pay of staff members consists of a basic salary, allowances and other benefits. Depending on the individual family situation and the place of origin, the successful jobholder may be entitled to expatriation allowance (16% of the basic salary), household allowance, dependent child allowance, education allowance, pre-school allowance, reimbursement of removal costs, daily subsistence allowance, installation allowance and other benefits. Salaries are exempted from national tax; a Union tax is paid at source.

Additional benefits:

- Annual leave entitlement of two days per calendar month plus additional days for age, grade, 2,5 days’ home leave if applicable, and in addition up to 19 ACER holidays per year;
- EU Pension Scheme (after 10 years of service);
- EU Joint Sickness and Insurance Scheme (JSIS), accident and occupational disease coverage, unemployment and invalidity allowance and insurance.

An accredited [European School](#) operates in Ljubljana as of September 2018 to allow dependent children of all ACER statutory staff (including Slovene nationals) to attend a (tuition-free) European-type multilingual education. The

school successfully established all of the Primary school levels (P1-P5), Secondary levels are currently available from S1 to S6, with the final S7 level being opened in September 2024/2025, when the first European Baccalaureate will be obtained.

In addition, in case the appropriate education level is not yet available for a child in the accredited European School, the Agency contributes to the tuition cost of each dependent child attending another international school in Ljubljana territory.

Estimation of monthly basic salary, with specific allowances where applicable:

Grade/Step	Monthly basic salary (gross)	Estimation of monthly net salary, including specific allowances ²
AD 5, Step 1	5,507.55 €	5,227.59 €

4. REQUIREMENTS

4.1 Eligibility criteria

Candidates will be considered eligible for the selection phase on the basis of the following formal criteria to be fulfilled by the deadline for applications:

- 1) To have a level of education which corresponds to completed university studies of at least three (3) years, attested by a diploma,
(Only study titles that have been awarded in the EU Member States or Norway, Iceland and Liechtenstein or that are subject to the equivalence certificates issued by the authorities in the said Member States shall be taken into consideration.)
- 2) To have a thorough knowledge of one of the official languages of the European Union³ or Norway, Iceland and Liechtenstein and satisfactory knowledge of a second of these languages (level B2 of CEFR⁴) to the extent necessary to perform their duties;
- 3) To be a national of a Member State of the European Union, Norway, Iceland or Liechtenstein;
- 4) To be entitled to their full rights as a citizen;
- 5) To have fulfilled any obligations imposed by the applicable laws concerning military service;
- 6) To be physically fit to perform the duties linked to the post⁵.

4.2 Selection criteria

The following criteria will be assessed when selecting the candidates for the interviews:

Essential criteria (minimum 0 and maximum 3 points per criterion)

- a. Broad experience of at least three (3) years spanning the majority of the 'main responsibilities' outlined in point 2.3 above of this Selection Notice,

² An estimation of net salary, including the deduction for tax, correction coefficient (currently at 91.9% for Slovenia) and social security, adding the allowances (this estimation has been calculated with expatriation allowance, household allowance and with one dependent child allowance). Please note that allowances depend on the personal situation of the candidate.

³ 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, Slovene, Spanish, and Swedish.

⁴ Language levels of the Common European Framework of Reference: <http://europass.cedefop.europa.eu/resources/european-language-levels-cefr>

⁵ Before the appointment, a successful candidate shall be medically examined by one of the institutions' medical officers in order for the Agency to be satisfied that he/she fulfils the requirement of article 28(e) of the Staff Regulations of the Officials of the European Union.

- b. More specifically, experience with driving organisational development and process improvement; this both in team settings and in cross-team settings and engaging both non-managerial and managerial staff,
- c. More specifically, experience in enhancing collaboration across different technical backgrounds, work practices, cultures etc. so as to maximise collective impact,
- d. More specifically, experience in identifying broader organisational learnings and reflections, disseminating relevant lessons across the organisation as relevant, as well as identifying and constructively relaying individual development improvements to strengthen performance and overall progress of tasks.

Advantageous (minimum 0 and maximum 1 point per criterion)

- a) Having worked in a multinational, public authority environment for at least 3 years.
- b) Having had exposure to the energy field, whether energy policy or energy regulation, for at least 3 years.
- c) An educational background in organisational psychology, internal work process optimisation or similar – or sufficient work experience in such areas to be broadly comparable to such a background.

Candidates are invited to briefly explain in their motivation letter in which positions they acquired their knowledge and professional experience in the specified areas.

5. SELECTION AND APPOINTMENT

A Selection Committee will evaluate the applications and select the candidates meeting the eligibility criteria and best matching the selection criteria.

The group of the highest scoring Applicants (hereinafter referred to as “Candidates”) shall be invited for a written examination and an oral interview with the Selection Committee.

The number of invited Candidates shall be, as a minimum, six.

The interview and test will also focus on the following aspects:

- a) Specific competencies and knowledge of languages with reference to the selection criteria of the present selection notice;
- b) General aptitudes to the extent necessary for the performance of the duties in accordance with article 12.2.e of the Conditions of Employment of Other Servants (CEOS).

All Candidates achieving the qualifying mark 70% on the second oral interview will be placed on the reserve list. The reserve list will be valid until 31/12/2024. Its validity may be extended by decision of the Director.

All candidates will be informed about the outcome of the procedure. Recruitment will be subject to budgetary availability and assignment of posts by the Budgetary Authority.

As part of our selection process, candidates will be asked to provide references from their former or current employments; for senior management positions, this would entail reference from a former or current superior, peer colleague, working at the same hierarchical level, and from a subordinate colleague.

6. EQUAL OPPORTUNITIES

The Agency applies an equal opportunities policy and accepts and treats applications without distinction on grounds of sex, race, colour, ethnic or social origin, genetic features, language, religion, political or any other opinion, membership of a national minority, property, birth, disability, age or sexual orientation.

ACER celebrates diversity! We are convinced that diversity is a strength in the workplace and that its harnessing will improve our productive environment, where everyone feels valued, where their talents are being fully empowered, and in which organisational goals are met.

The Agency is fully committed to the provision of equality of opportunity for all its employees through its employment practices, policies and procedures. ACER undertakes to provide a working environment that is sensitive to differences in racial or ethnic origin, religion or belief, disability, age, sexual orientation and gender. The Agency’s way of working is based on a model of best practice whereby all employees can reach their full potential.

To this purpose, ACER applies a policy of equal opportunities and takes great care to avoid any form of discrimination in its selection and recruitment procedure: the Agency ensures that no employees nor job applicants is treated inequitably due to gender, marital or parental status, age, sexual orientation, disability, ethnicity, colour, citizenship/nationality or religious belief.

The Agency's premises are set to accommodate needs of persons with disabilities: ACER constantly makes sure to arrange what candidates, visitors and staff consider necessary to enable them to take part in the activities of the Agency.

The Agency offers a complete set of family support measures, from parental and family leaves to kindergarten and school support, better to foster the performance of duties for colleagues with caring responsibilities.

Work opportunities at ACER are open to nationals of the 27 European Union Member States. Currently the Agency employs staff from 26 different nationalities.

7. DATA PROTECTION

The purpose of processing the data that candidates submit is to manage their application(s) in view of possible (pre)selection and recruitment at the Agency. Personal data is processed by and accessible to authorised Agency's personnel. In some cases, an external expert, equally bound by the same data protection principles, may assist the Agency in the selection of candidates.

The Agency adheres to and is regulated by Regulation (EU) 2018/1725 of the European Parliament and of the Council of 23 October 2018 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, and repealing Regulation (EC) No 45/2001 and Decision No 1247/2002/EC.

The Agency is supervised by EDPS (<http://www.edps.europa.eu>). For any further enquiries, candidates may contact the Data Protection Officer at DPO@acer.europa.eu. Candidates are invited to consult the privacy statement, which explains how the Agency processes personal data in relation to recruitment and selections, available on the [Agency website](#).

8. HOW TO APPLY?

For applications **to be valid**, candidates must submit the following documents **in PDF, Word, JPEG or similar format**:

- 1) **Complete and detailed curriculum vitae in English**
- 2) **Fully filled in Application form** (Application forms that are not fully filled in, will not be taken into consideration)

Applications which are not complete, or which are received after the deadline will be considered as non-valid.

Applications must be sent by e-mail 04/03/2024, 14:00h Ljubljana time.

Applications should be sent by email to SELECTIONS-ACER-2024-01@acer.europa.eu with the following **subject line**: **ACER-2024-01 NAME SURNAME**

Applications that are not complete or that are received after the deadline are considered as non-valid.

Supporting documents (e.g. certified copies of degrees/diplomas, references, proof of experience etc.) should **not be sent at this stage** but must be submitted at a later stage of the procedure if requested.

In order to facilitate the selection process, all communications to candidates concerning this selection will be in English.

Under no circumstances should candidates approach the Selection Committee, directly or indirectly, concerning this recruitment. ACER reserves the right to disqualify any candidate who disregards this instruction.

If at any stage in the procedure it is established that any of the information a candidate provided is incorrect, the candidate in question will be disqualified.

For more information on the selection procedure, please consult [ACER's website](#).

9. APPEALS

Pursuant to Article 90(2) of the Staff Regulations of Officials and the Conditions of Employment of Other Servants, a candidate may submit a complaint against an act affecting him/her adversely. The complaint must be lodged within three months from the date of notification to the following address:

Human Resources Management
European Union Agency for the Cooperation of Energy Regulators (ACER)
Trg Republike 3
1000 Ljubljana – Slovenia

Should the complaint be rejected, pursuant to Article 270 of the Treaty on the Functioning of the European Union and Article 91 of the Staff Regulations of Officials and the Conditions of Employment of Other Servants, a candidate may request judicial review of the act. The appeal must be lodged within three months from the date of notification to the following address:

Registry
The General Court
Rue du Fort Niedergrünwald
L-2925 Luxembourg
Luxembourg

Any citizen of the European Union or any natural or legal person residing in a Member State may make a complaint about maladministration pursuant to Article 228(1) of the Treaty on the Functioning of the European Union. The complaint must be lodged within two years of becoming aware of the facts on which the complaint is based on, to the following address:

The European Ombudsman
1, Avenue du President Robert Schuman - BP 403
F-67001 Strasbourg Cedex
France

Please note that complaints to the European Ombudsman do not have the effect of suspending the period mentioned in Articles 90 and 91 of the Staff Regulations of Officials and Conditions of Employment of Other Servants for lodging complaints or submitting an appeal pursuant to Article 270 of the Treaty on 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 European Ombudsman must be preceded by the appropriate administrative approaches to the institutions and bodies concerned.