

## **Traineeship Programme –2021 - 2022**

### **Corporate Services (CS)**

#### **Description of the Unit**

The mission of the Corporate Services Unit is to support the operational work of the Agency enhancing its ability to function as a best practice, knowledge-based, lean and service-oriented public body as well as to create and sustain a pleasant and appreciative working environment.

The unit is composed of a Head of Unit, his office, and the following sectors, team and functions:

- **Finance & Contracting Sector**

It provides financial services, contributing to the effectiveness, efficiency, and economy of operations, ensuring sound financial management of the Agency's financial resources, and compliance with the applicable financial and implementing rules. The sector also provides reliable financial management reporting to the Agency's management to facilitate the decision-making process. It is responsible for the sound implementation of the procurement procedures (purchasing at the most economic advantageous tender) as well as following up on the contracting side. It also deals with the legal cases raised against the Agency, either by staff members or by contractors or external stakeholders.

- **Digital Services & Facilities Sector**

The Digital Services & Facilities Sector is responsible for the provision of uninterrupted IT services; the digital transformation of the Agency's procedures; the development of office automation tools; and the provision of "state of the art" applications to support administrative and operational activities of the Agency.

- **Human Resources Team**

Human Resources services include a full range of top-class human resource management services for staff and assists management in attracting, motivating, developing and retaining qualified employees. It enables and further enhances a sustainable, high performing work environment that facilitates a culture of teamwork, integration, and adaptability of people.

The Facilities office is responsible for the premises, utility systems, air-conditioning and ventilation systems, security, and alarm systems. It also assists in the organisation of internal events.

- **Planning**

It is responsible for the elaboration of FRA programming documents involving the definition of multi-annual priorities and objectives as well as of the annual programs of work in coordination with internal and external stakeholders. It provides support to the management and staff in setting up key performance indicators and implementing integrated project management approach, ensuring the continual improvement of its processes and tools.

- **Quality**

It provides support to the management and staff in setting the FRA Quality Management System, ensuring its continual improvement with a view to deliver to internal and external stakeholders the highest level information and services and provides an annual evaluation of risk, systematic design and review of internal processes and reporting on the implementation of Internal Control Standards.

### **Which tasks are expected in this unit?**

Depending on the sector, team or area of work, the tasks would include some of the points mentioned below:

- Support in the procurement procedure cycle (Finance and Contracting);
- Update of financial and budget reports (Finance and Contracting);
- Assist in the management and maintenance of the Agency's intranet applications linked to document management, planning, internal communication etc (Digital Services and Facilities);
- Assist in the development of reports by utilising office automation tools and reporting software tools (Digital Services and Facilities).
- Assistance in the implementation and coordination of the Agency's professional Staff Learning & Development program (Human Resources Management);
- Support in the recruitment and selection procedures (Human Resources Management);
- Support in the organisation of the traineeship programs (Human Resources Management);
- Assistance in tasks linked to the implementation of the Evaluation policy and activities - ex-ante and ex-post evaluations (Planning);
- Assistance in tasks linked to the elaboration and revision of the Annual activity report and other performance-related reports (Planning);
- Review of documents, templates, reports, presentations for planning and project management purposes (Planning);

- Assistance in tasks related to the implementation and development of the Quality Management system, providing support in the drafting of policies and procedures, and follow up on their implementation (Quality);
- Assist in implementation of activities required to ensure that FRA successfully fulfils its role as member of the EU Agencies Network.