



Traineeships 2022

Help build a more effective, accountable,
transparent and ethical administration in the EU

The **European Ombudsman**'s mission is to support European citizenship. We do this by dealing with complaints and by working with the institutions of the EU to help create a more accountable, transparent, ethical and effective administration. To fulfil this mission, we deal with complaints concerning maladministration by EU institutions, conduct own-initiative inquiries into systemic issues, and encourage good administrative practices in the EU's administration.

Our guiding principles are independence, integrity, fairness, accountability, transparency, dialogue, and service.

Equal opportunities

The European Ombudsman is an equal opportunities employer and welcomes applications from anybody who meets the eligibility criteria and required qualifications. We will try to accommodate the needs of applicants with disabilities.

1. September 2022 traineeships

We invite you to apply for a traineeship starting on 1 September 2022. We offer paid traineeships of one year, subject to a positive assessment of the trainee's performance.

For this traineeship period, the Ombudsman is offering traineeships in:

- **Case handling¹ (up to 5 traineeships)**

¹ Dealing with the complaints submitted to the Ombudsman; handling complaints that do not fall within the Ombudsman's authority or powers of investigation or that cannot be dealt with for other reasons (out-of-



- **Digital communication (1 traineeship)**

2. Eligibility criteria and required qualifications

Candidates should be nationals of a Member State of the European Union or of an accession/candidate country.

Candidates should not have benefitted, for more than eight consecutive weeks or two full months, from a previous paid traineeship or work contract in a European institution, body, agency, office, service, delegation, representation, including the office of a Member of the European Parliament or of a European political group.

They should have a thorough knowledge of one of the official languages of the EU and very good knowledge of another. The main working language of the Ombudsman's office is English and therefore a very good knowledge of English is required.

Candidates applying for case handling should have a degree or diploma of at least 3 years in either law, political science, European studies, or European public administration.

Candidates applying for digital communication should have a degree or diploma of at least 3 years in communication, journalism or media design, with focus on online media and/or digital marketing.

3. Selection criteria

Candidates applying for case handling and communication should have sound:

- understanding of the role of the European Ombudsman;
- understanding of the EU institutions;
- drafting skills in English;
- drafting skills in another official language of the European Union;
- analytical and research skills.

Additionally, candidates should fulfil one or more of the following specific selection criteria:

Case handling	Digital communication
Very good knowledge of the EU's administration	Very good understanding of social media and online communication
Strong understanding of EU administrative law or at least one other specific area of EU law	Strong knowledge in creating and editing assets for online use (including but not limited to short video clips from pre-existing content, visuals for social media, simple infographics). Ability to draft texts for social media and web is a strong asset

mandate complaints); replying to requests for information. For a detailed job description, see Section 4: Responsibilities and tasks.



Good knowledge of human rights law	Knowledge of Illustrator and Premiere Pro. Knowledge of other Adobe Suite software such as After Effects, Photoshop is a strong asset
Familiarity with EU policy areas as well as the applicable laws	A good understanding of the challenges related to content production for EU institutions and an ability to communicate complex matters simply, visually and creatively

4. Responsibilities and tasks

As a trainee in case handling, you will:

- Provide support to the investigation of complaints against EU institutions and bodies concerning issues relevant to EU administration, including research and drafting of decisions and preparatory notes;
- Monitor EU policy developments and carry out research relevant to the Ombudsman's activities;
- Replying to citizens' information requests;
- Participate in meetings with EU institutions and bodies and draft minutes of meetings;
- Handling of "out-of-mandate" complaints;
- Provide practical support in meetings and other events organised by the Office.

As a trainee in digital communication, you will:

- Assist with digital communication-related tasks with a focus on creating assets for social media and online campaigns (LinkedIn, Instagram, Twitter, Medium, scrollable web stories made with Vev, etc.);
- Contribute to the implementation of the Unit's strategy by proposing, producing and editing online and offline content;
- Assist in the production of analytics reports on press and social media performance;
- Assist in other communication activities, such as event organisation, newsletter and publication production;
- Draft minutes of meetings.

5. Selection procedure

Applicants must submit their applications on the online application system on the website of the European Ombudsman.

Applications should include the following documents:

- a completed online application form;
- the applicant's curriculum vitae drafted in English;
- a one-page cover letter in English explaining the reasons and the motivation for applying for the traineeship;
- a letter of reference; and
- copies of the applicant's diplomas, degrees, or certificates (copies do not need to be certified or translated).



The provision of information requested when applying online and the supporting documents is obligatory. Incomplete applications will automatically be excluded from the registration system.

Following the assessment of the applications and the supporting documents, longlisted applicants will be invited to take a written test.

Shortlisted applicants will be invited to an interview on the phone or through a video-calling tool.

In case an applicant with a disability is selected, they will be provided, if needed, with reasonable accommodation at work to enable them to carry out their tasks.

The Ombudsman's Office will inform applicants of their results in each step of the selection procedure. The final results will be communicated to the selected candidates on 30 June 2022, at the latest.

6. Place of work

Brussels or Strasbourg

7. Deadline for applications

You must submit your application through the online application system on the Ombudsman's website by **15 March 2022 (13:00 Brussels time)** at the very latest.

Please, avoid waiting until the last minute to send a full application. Carefully read the rules and prepare the required scanned documents in advance, before starting the registration process.

For general information on traineeships, their aim, duration and monthly grants see the [Decision of the European Ombudsman concerning traineeships](#).

For general information on the processing of your personal data see <https://www.ombudsman.europa.eu/en/document/en/109434>