

Internship Programme 01 September 2014 – 31 August 2015 Administration Department (ADMIN)

1. Description of the Department

The mission of the Administration Department 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.

The department is composed of a Head of Department, his office, the Accountant, the Senior Procurement Officer and the following sectors:

• Finance & Procurement:

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 Finance & Procurement sector also provides reliable financial management reporting to the Agency's management in order to facilitate the decision-making process.

ICT & Facilities:

The ICT is responsible for the provision of uninterrupted ICT services; the development of office automation tools which minimise the interventions of paperwork and create a "paperless society"; the provision of "state of the art" applications to support administrative and operational activities of the Agency; and for the provision of remotely accessible applications and services. 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.

Quality Management:

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

2. General description of the functions and duties of the intern(s) during the internship period

Administration office intern(s)

Under the supervision of the Head of Administration, the intern(s) will perform the following tasks:

- Assist in organising meetings, video- and teleconferences, preparation of meeting documents, drafting meeting minutes, preparing agenda, followup on action points etc.
- Assist in follow-up on Heads of Agency's Network requests both external and internal;
- Assist in drafting and editing of relevant communication documents;
- Assist in electronic archiving of all Troika relevant documents in DMS;
- Assist in entering data in the Agency's information systems;
- Assist in on the follow-up of communication exchanged between the network
- Assist in any other required actions to ensure successful Chairmanship of EU Agencies Network;
- Any other tasks assigned by Head of Administration that may arise during the internship period.

Finance & procurement intern(s)

Under the supervision of the Head of Sector Finance and Procurement within the Administration department, the intern(s) will perform the following tasks:

- Assist related staff members on procurement procedures organisation;
- Assist related staff members on financial procedures;
- Assist on entering data in Agency's information systems;
- Assist on electronic and physical filing and archiving;
- Assisting on the follow-up of pending and late invoices;
- Any other tasks Finance & Procurement related that may arise during the internship period.

Information Communication Technologies (ICT) intern(s)

Under the supervision of the Head of Sector ICT & Facilities within the Administration department, the intern(s) will perform the following tasks:

- Assist in the collection of business requirements of the Agency's IT systems (Intranet, Document Management System (DMS)), Management Information System, etc.)
- Assist in the software customisation, configuration and testing of the intranet and DMS applications.



- Assist in the development of reports using the existing data and utilising reporting and business intelligence tools.
- Assist in the maintenance and management of the FRA Intranet to enhance the existing content and features of the intranet.
- Any other tasks ICT related that may arise during the internship period.

The person should have the willingness to learn and gain knowledge on the technologies used by the Agency mainly MS SharePoint, SQL, HTML, CSS, .NET Framework as well as reporting and business intelligence tools.