



Situational Competency-Based Interview

**Open Competition
EPSO/AD/398/22
Experts (AD 7/AD 8)
in Information and
Communication Technology**

Time allowed: 25 minutes

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ASSIGNMENT

IMPORTANT NOTICE

This document presents a fictitious scenario. It has been produced solely for the purpose of this exercise. All references to existing countries, international organisations, private companies, departments and their representatives, etc. have been invented purely as examples. Any views expressed should not be taken to represent the opinions of those bodies or persons. When dealing with the assignment, participants should therefore rely solely on the information presented in the exercise and not on any prior expertise in the field.

For this exercise, you will be asked to take on the role of an administrator in the European Parliament's European Bureau of Urban Development (EBUD). You have been assigned to the de Wael Special Task Force (DWSTF) to help prepare for the upcoming celebrations to mark the 125th anniversary of Etienne de Wael's birth. All the documentation that you need to prepare yourself for your interview is included in this information brochure. It comprises a number of documents, reports and other information that you need to analyse in order to be able to deal properly with the situations presented to you during the interview.

It is important that you accept the scenario as it is presented. You may print the documents, rearrange them in any order you wish and add comments or make notes as necessary. You may consult the notes you have prepared in advance during your interview. However, you cannot record your interview or take further notes during your interview. Also, please note that there is no preparation time on the day of the interview.

Neither your knowledge in the field nor your knowledge on the topic of this exercise will be assessed during the interview; therefore, conducting any additional research is unnecessary. This Situational Competency-Based Interview is designed to assess the following general competencies: Leadership, Learning & Development, Resilience and Working With Others.

You will have until the day of the interview to go through the information individually in order to prepare for the interview. The interview will last 25 minutes.

**Please note that for the purpose of this exercise:
the interview will take place on Monday 3 January 20XX
Last year was 20XX-1, next year will be 20XX+1**

BACKGROUND INFORMATION

Etienne de Wael (EDW) and the city of Seyri

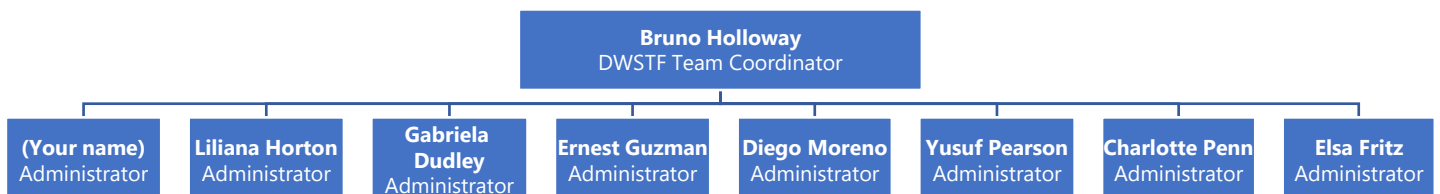
Over the last few years, the medium-sized city of Seyri in the European Union (EU) Member State of Lichtenland has welcomed many tourists, most of whom have come to visit the birthplace of EDW, one of the founding fathers of the European philosophy and a much-loved eccentric character whose peculiar lifestyle continues to fascinate people all over the EU. His generous contributions to Seyri and his groundbreaking insights into the European ideology have made him a pre-eminent figure in the history of the city and, by extension, of Europe.

125th anniversary of EDW's birth

Throughout June 20XX, the EU will hold a series of events to commemorate the 125th anniversary of EDW's birth. The centrepiece of these celebrations will be the re-opening to the public of EDW's mansion, a building that has been used mainly as a venue for seminars since it was donated to the EU by the de Wael family a number of years ago. To mark this anniversary, the EU wants to turn the mansion into a permanent centre for promoting European integration and values, by hosting EU-centred exhibitions in the mansion for many years to come. In doing so, the EU is aiming both to ensure maximum visitor satisfaction during the month-long EDW celebrations and to generate long-term benefits for the local economy — all without negatively impacting the quality of life of the city's inhabitants.

The de Wael Special Task Force (DWSTF)

The European Bureau of Urban Development (EBUD) comprises several units and is responsible for coordinating and overseeing this project. Therefore, the EBUD has appointed a special task force to organise and carry out all preparations for the re-opening of the mansion.





EBUD

EMAIL

UPCOMING PROJECTS DWSTF



From Bruno Holloway, DWSTF Team coordinator
Date Thursday 23/12/20XX-1
To All_DWSTF_Team_Members

Dear team members,

As you know, the mansion is scheduled to be re-opened in five months' time, but a lot of preparations still need to be made. In this email, I want to give an overview of, and some more direction to, the projects that will have to be carried out in the coming months.

- The EDW mansion will host exhibitions in line with the EU's values and history, but the specific implementation of these exhibitions is still open to debate. Lana, our colleague from the External Relations and Stakeholder Management Unit, has established contact with several interested parties, who all have their own unique demands and ideas for possible routes to take. Additionally, to encourage visitor spending, it has been decided to provide visitors to the EDW mansion with the opportunity to purchase something to eat and drink. However, the kitchen in the mansion is outdated and all catering arrangements must still be made.
- As the mansion is located in the centre of Seyri and does not have its own car park, steps must be taken to increase either (a) the number of public transport links to the mansion or (b) the amount of parking space in its vicinity.
- A considerable budget and sizeable resources have been allocated to advertising the re-opening of the EDW mansion. However, decisions must still be made on what advertising channels and content to use in order to reach the target audience. A report on previously used strategies can be consulted on the intranet.
- As the proposed plans and the re-opening of the mansion will bring an influx of tourism to the city, and in order to comply with the sustainability guidelines put forward by Seyri (which can be viewed on the city's website), we must take care to keep the impact on the residents of Seyri and its environment to a minimum.

As you can see, the re-opening of the EDW mansion means that we have a lot of work ahead of us. However, Seyri is not the first city to face such challenges. Indeed, the EBUD has worked on similar projects with neighbouring cities in the past, and it is my opinion that we can learn from the challenges they faced and the solutions they implemented. I, for one, believe strongly in this team and I am sure we will be able to deliver excellent results!

One last thing: from today, all EBUD members can begin registering via the intranet for several training sessions that our EBUD training team will hold on presenting and negotiation techniques. Be sure to check these out and give them a try!

Bruno Holloway
DWSTF Team coordinator



MEETING MINUTES: 125TH ANNIVERSARY CELEBRATIONS PRE-LAUNCH MEETING

Date and time:	20/12/20XX-1 - 14:30 -18:00
Attendees:	Piotr Hough (Head of City Planning Unit, EBUD); Kaylee Nieves (Senior Researcher, Research and Development Unit, EBUD); Bruno Holloway (Team Coordinator, DWSTF, EBUD); Ashanti Barr (Management Assistant, Support Unit, EBUD)
Topics:	Considerations for EDW celebrations and re-opening of the mansion

AGENDA TOPICS

PROJECT SUSTAINABILITY	
◆	The city of Seyri has stated its ambition to reduce car emissions and to commit to more eco-friendly alternatives, such as electricity-based public transport and car-free zones. Ernest, a member of the DWSTF, worked on organising such alternative modes of transport in a previous project and feels that a similar implementation should be possible for Seyri.
◆	A large plot of land is currently available in the industrial zone just outside the city limits. This could easily be transformed into a Park and Ride car park without any major construction work.
INTERACTIVE TECHNOLOGY	
◆	In order to increase tourists' satisfaction and engagement during their visit to the EDW mansion, the emphasis will be placed on enhancing their experience through interactive technology. Installing tablets and interactive screens throughout future exhibitions might be a good way to achieve this.
ADVERTISING CHANNELS AND CONTENT	
◆	A market analysis performed by Nyah, a colleague from the Communication Unit, has shown that an advertisement targeting an international audience aged 30 to 45 will have the best chance of maximising visitor numbers and profits.
◆	A viable advertising strategy could be to create video testimonials, in which Seyri residents talk about the impact EDW had on the city and what he meant for the EU. Such testimonials should resonate well with tourists seeking history and culture.
CITIZEN INPUT	
◆	Some Seyri citizens have been complaining about how little information they have received regarding the EDW project, while others have raised concerns about the lack of opportunity to provide ideas and input for the project.
◆	Action should be taken to establish a clearer line of communication with the inhabitants of Seyri. During a previous project, Elsa, another member of the DWSTF, was involved in hosting and presenting an information event for city inhabitants.