



## EUROPEAN AVIATION SAFETY AGENCY

The European Aviation Safety Agency offers traineeships for periods of up to six months. Our traineeships present an opportunity to receive professional work experience in a distinctly multinational and intellectually stimulating environment, while contributing to the Agency's mission of promoting the highest common standards of safety and environmental protection in civil aviation in Europe and worldwide.

### Traineeship in the Internal Audit & Quality Department (F/M)

REF.: EASA/TRN/2011/E001

#### ORGANISATIONAL LOCATION

EASA offers a traineeship in its **Executive Directorate, Internal Audit & Quality Department – Quality Section**. In the **Executive Directorate** a dedicated team assists the Executive Director in general management and functioning of the Agency, in external relations, communications and liaisons notably with the European Union Institutions and the Member States, in aviation safety analysis, in risks assessment, in internal audit and quality management, and in Human Resources.

The Internal Audit and Quality Department, which is part of the Executive Directorate, provides support and advices to the management and staff in internal control, risk management and quality. It is responsible for maintaining the ISO 9001:2008 certification, performing efficient audits, and giving objective and constructive opinions on the management's organisation and risks.

#### YOUR TASKS

Under the direct supervision of the traineeship advisor the selected candidate will:

- Support the development of the stakeholder feedback survey activity. In the context of already existing surveys, as well as surveys to be developed the selected candidate assists the Quality Officer in the following tasks:
  - a. Support the establishment or improvement of questionnaires to be sent to stakeholders;
  - b. Participate in the definition of the fields to be investigated through the questionnaire;
  - c. Participate with process owners and quality coordinators in activities to increase the answer rate;
  - d. Provide ideas for improvement on the statistical analysis of the input received;
  - e. Participate in the preparation of the report made to the directors;
  - f. Participate in the optimisation of a system to survey events and workshops organised by the Agency;
  - g. Participate in the review of Intranet and Internet pages belonging to the Internal Audit & Quality Department;
  - h. Support the Quality Section in other quality related tasks in the context of the overall project.

#### YOUR PROFILE

##### Essential requirements

- You are graduate of a higher education course (at least three years of university education) and you will have obtained a full degree by the start of the traineeship period;
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- You are undergraduate (Student) who has completed at least two years of university studies and aim at doing a voluntary or compulsory traineeship as part of your studies, for access to a profession or to carry out research for your final thesis;
- You are a national of a Member State of the European Union or national of Norway, Iceland, Liechtenstein or Switzerland;
- You have a very good knowledge of English and at least one other Community language;
- You have an academic background in communication, marketing, quality, engineering or equivalent.

##### Advantageous requirements

- You have good knowledge of stakeholder survey and questioning methodologies;
- You have good knowledge of tools and techniques for statistical analysis;
- You have good communication skills;
- You have good presentation and drafting skills;
- You are service minded and customer oriented.

## IMPORTANT DATES

Application deadline: 03/11/2011 at 12:00 (Cologne time)

Preferred start date: 01/02/2012

Duration of traineeship: 6 months for Graduate trainees  
3 to maximum 6 months for Undergraduate trainees

## TRAINING GRANT

Monthly grant for Graduate trainees: 1.087,40 €

Monthly grant for Undergraduate trainees: 869,92 €<sup>1</sup>

In addition we pay at the end of the traineeship a travel allowance for the travel from your place of residence to Cologne and back.

## HOW TO APPLY?

Please complete the [application form](#) and send it together with scanned copies giving evidence of all the information provided on your application form, i.e. studies, professional experience and linguistic knowledge to the following email address: [TRNE001@easa.europa.eu](mailto:TRNE001@easa.europa.eu). For the submission of your application please follow the instructions at the bottom of the application form.

Candidates applying for the Undergraduate programme must also submit a matriculation certificate provided by the University and, if applicable, official university documentation confirming the obligation of the applicant to complete a traineeship as part of his/her studies or for access to a profession or the requirements to carry out research for a university level thesis.

IMPORTANT: Before sending your application please consult for more details our [FAQs](#) and [traineeship rules](#).

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<sup>1</sup> Note that the amounts of the training grant are based on the current AD 5 step 1 basic salary which is due to be revised in December 2011. As described in the applicable [traineeship rules](#) trainees who benefit from any grant from another source or another subsistence allowance shall only be admitted to a financial contribution from EASA, if the sum received is less than the amount of the traineeship grant. In that case, they shall receive the difference.