

ANNEX II.I

PROFILES

Profile	CONTRACT MANAGER
Training and experience	<ul style="list-style-type: none"> • University bachelor's degree or equivalent. • Minimal experience: <ul style="list-style-type: none"> ○ Five years of management experience. ○ Coordination of similar contracts over the last three years. ○ Three years in the performance of security contracts.
Nature of the tasks	<ul style="list-style-type: none"> • Contractor's on-site manager for the master agreement. <ul style="list-style-type: none"> ○ The contract manager will be the point of liaison between the Office and the Contractor. In this capacity, he or she must resolve any problems related to the execution of the contract and make binding decisions on behalf of the company. ○ He or she will be responsible for the planning and correct execution of all services and work. ○ He or she will advise, guide and assist the Office in improving resources, processes and equipment and will implement appropriate working methods tailored to meet needs. He or she will ensure the strategies, policies and procedures of the Office services under his or her charge are implemented, ensuring top quality and pursuing continuous improvement therein. ○ He or she will respond to requests and complaints from the Office related to the framework contract. ○ He or she will submit the monthly report. • He or she will manage resources and all activities and staff under his or her charge, ensuring full compliance with the master agreement. • He or she will manage the training of his or her staff in the fields agreed with the Office. • He/she will manage all the necessary documentation for the recruitment of new employees in his/her care.
Knowledge and skills	<ul style="list-style-type: none"> • <u>Languages</u>: level C1 for Spanish and English (according to the Common European Framework of Reference for Languages for languages (CEFR) of the Council of Europe). Knowledge of other working languages of the Office (in addition to those mentioned, French, German and Italian). • <u>Specific skills and training</u>: <ul style="list-style-type: none"> ○ Extensive knowledge in the field of security. ○ User-level knowledge of MS Office, mail managers (Outlook) and project management computer tools. ○ Advanced administration and financial management knowledge. • <u>Aptitudes</u>: <ul style="list-style-type: none"> ○ Excellent ability to coordinate and direct staff and subcontractors in relation to all areas of the contract. ○ Good communication skills. ○ Good team player. ○ Ability to learn the Office's operational procedures and software. ○ Good organisational skills and efficiency. ○ Service-oriented. ○ Proactive. ○ Problem-solving abilities.

Profile	SECURITY COORDINATOR
Training and experience	<ul style="list-style-type: none"> • Bachelor's degree in a field related to security, or a security management qualification recognised by the Spanish Ministry of the Interior. • Minimum experience in the coordination of similar contracts and management of teams comprising at least 20 members: 5 years.
Nature of the tasks	<ul style="list-style-type: none"> • On-site manager of all security surveillance services. • Work in partnership with the Contract Manager on all aspects related to security guards. • Support the Contract Manager in producing the monthly report and drawing up monthly Security Monitoring Service plans. • He or she will advise, guide and assist the Office in improving resources, processes and equipment and will implement appropriate working methods tailored to meet needs. He or she will ensure the implementation of strategies, policies and procedures within Security Monitoring Services, ensuring the highest quality and seeking continuous improvement.
Knowledge and skills	<ul style="list-style-type: none"> • <u>Languages</u>: level C1 of Spanish and B1 of English (according to Common European Framework of Reference for Languages for languages (CEFR) of the Council of Europe). Knowledge of other Office working languages is desirable. • <u>Specific skills and training</u>: <ul style="list-style-type: none"> ○ Comprehensive knowledge of security services. ○ Basic MS Office (Word and Excel) skills. • <u>Aptitudes</u>: <ul style="list-style-type: none"> ○ Leadership. ○ Good communication skills. ○ Good team player. ○ Good organisational skills and efficiency. ○ Proactivity and service orientation. ○ Problem-solving abilities. ○ Discipline and customer friendliness. ○ Timeliness.

Profile	SECURITY GUARD
Training and experience	<ul style="list-style-type: none"> • Compulsory Secondary Education, Technician or equivalent or higher. • Diploma or certificate of having successfully completed the relevant course(s) at the private security training centres authorised by the Spanish Secretary of State for Security. • Minimum experience in a similar position: 3 years.
Nature of the tasks	<ul style="list-style-type: none"> • Take all necessary measures to prevent any accident that could jeopardise the physical integrity of contractor staff and the staff of the Office. • Compliance with legal regulations and current provisions governing contractor activities. • Avoid any argument with members of the public and demonstrate firmness, politeness and courtesy in the exercise of their functions. • Carry out uninterrupted monitoring of the entry points, exits and circulation of visitors to the premises and any other person as indicated to him/her by the Head of Security of the Office. • Control the entry and exit of objects and materials using scanners.
Knowledge and skills	<ul style="list-style-type: none"> • <u>Languages</u>: level B2 of Spanish (according to Common European Framework of Reference for Languages for languages (CEFR) of the Council of Europe). . Knowledge of other Office working languages is desirable (preferably English). • <u>Specific skills and training</u>: <ul style="list-style-type: none"> ○ Strong experience and know-how in detecting explosives in vehicles and handling radiological equipment. ○ Medical certificate attesting to their physical and mental abilities with regard to the work to be performed. ○ Valid firearms licence. ○ Basic user-level knowledge of computer systems used in the field of work (MS Word, MS Excel). ○ Certificate demonstrating participation in a training course for evacuation teams and first aid in fire scenarios (fire extinguisher handling, evacuation, etc.) ○ Valid first aid diploma issued by the Red Cross or similar organisations). • <u>Aptitudes</u>: <ul style="list-style-type: none"> ○ Good team player. ○ Service-oriented. ○ Proactive. ○ Problem-solving abilities. ○ Discipline and customer friendliness. ○ Timeliness.

Profile	SENIOR CONSULTANT
Training and experience	<ul style="list-style-type: none"> • University bachelor's degree or equivalent. • Minimum 10 years experience in security consultancy. • Depending on the needs of the Office, specific training and/or experience may be required, such as: <ul style="list-style-type: none"> ◦ experience in budgeting and cost management; ◦ experience in managing subcontractors and supervising junior staff responsible for technical tasks; ◦ experience in using computer systems; ◦ experience in security legislation; ◦ specific experience required by the Office in the application for a tender.
Nature of the tasks	<ul style="list-style-type: none"> • Provision of advice and assistance in any area associated with safety. • Provision of technical security consultancy, security assessments or other security issues associated with the safety and welfare of the Office's staff and facilities. • Risk analysis. • Security investigations. • Depending on the current needs of the Office, the consultant may be required to perform, among others, any of the following safety specialities: <ul style="list-style-type: none"> ◦ Economic and financial management. ◦ Legislative consultancy. ◦ Technical consultancy. ◦ IT consultancy. ◦ Maintenance. ◦ Training. ◦ Architecture.
Knowledge and skills	<ul style="list-style-type: none"> • <u>Languages</u>: level B2 for Spanish and English (according to Common European Framework of Reference for Languages for languages (CEFR) of the Council of Europe). Knowledge of other Office working languages is desirable. • <u>Specific skills and training</u>: <ul style="list-style-type: none"> ◦ Comprehensive knowledge of security services. ◦ Comprehensive knowledge of security consultancy. ◦ Comprehensive knowledge of the latest high-tech security systems. ◦ MS Office (Word and Excel) and email client (Outlook) user. ◦ Advanced administration and financial management knowledge. ◦ Other knowledge may be required depending on the consultancy (AutoCAD, MS Visio, project management tools...). • <u>Aptitudes</u>: <ul style="list-style-type: none"> ◦ Outstanding ability in the preparation and drafting of technical consultancy documentation. ◦ Ability to apply high quality standards. ◦ Excellent communicator. ◦ Ability to work in an international/multicultural environment.

Profile	JUNIOR CONSULTANT
Training and experience	<ul style="list-style-type: none"> • University bachelor's degree or equivalent. • Minimum three years experience in security consultancy. • Depending on the needs of the Office, specific training and/or experience may be required, such as: <ul style="list-style-type: none"> ◦ experience in budgeting and cost management; ◦ experience in using computer systems; ◦ experience in security legislation; ◦ specific experience required by the Office in the application for a tender.
Nature of the tasks	<ul style="list-style-type: none"> • Provision of advice and assistance in any area associated with safety. • Provision of technical security consultancy, security assessments or other security issues associated with the safety and welfare of the Office's staff and facilities. • Risk analysis. • Security investigations. • Depending on the current needs of the Office, the consultant may be required to perform, among others, any of the following safety specialities: <ul style="list-style-type: none"> ◦ Economic and financial management. ◦ Legislative consultancy. ◦ Technical consultancy. ◦ IT consultancy. ◦ Maintenance. ◦ Training. ◦ Architecture.
Knowledge and skills	<ul style="list-style-type: none"> • <u>Languages</u>: level B2 for Spanish and English (according to Common European Framework of Reference for Languages for languages (CEFR) of the Council of Europe). Knowledge of other Office working languages is desirable. • <u>Specific skills and training</u>: <ul style="list-style-type: none"> ◦ Comprehensive knowledge of security services. ◦ Comprehensive knowledge of security consultancy. ◦ Comprehensive knowledge of the latest high-tech security systems. ◦ MS Office (Word and Excel) and email client (Outlook) user. ◦ Administration and financial management knowledge. ◦ Other knowledge may be required depending on the consultancy engagement (AutoCAD, MS Visio, IT project management tools...). • <u>Aptitudes</u>: <ul style="list-style-type: none"> ◦ Outstanding ability in the preparation and drafting of technical consultancy documentation. ◦ Ability to apply high quality standards. ◦ Ability to work in an international/multicultural environment. ◦ A proactive and responsible service-oriented and teamwork-oriented attitude.

Profile	ADMIN SUPPORT
Training and experience	<ul style="list-style-type: none"> • University bachelor's degree or equivalent. • A minimum of two years' experience in the field.
Nature of the tasks	<ul style="list-style-type: none"> • Administrative tasks on site. • Preparation of reports and presentations. • General support for contract services.
Knowledge and skills	<ul style="list-style-type: none"> • <u>Languages</u>: level C1 for Spanish and English (according to the Common European Framework of Reference for Languages for languages (CEFR) of the Council of Europe). Knowledge of other Office working languages is desirable. • <u>Specific skills and training</u>: <ul style="list-style-type: none"> ○ MS Office Advanced User (the entire Office package) and mail management (Outlook). ○ It is desirable to have knowledge of software used by the Office (especially Alfresco and Remedy). • <u>Aptitudes</u>: <ul style="list-style-type: none"> ○ Methodical and with a strong sense of orderliness. ○ Good team member. ○ Ability to work in an international/multicultural environment.