

A European workforce for call centre services

An information technology company in Ireland decided to use the EURES services to help recruit staff from the European labour market for its call centre services. The company offers a wide range of call centre services to clients in Ireland and abroad. They need to handle short-term peak demands for services, and to offer international language expertise to their clients. The EURES network has supported their recruitment campaign by posting the vacancies on the online job search. Visited by hundreds of thousands of job seekers from across Europe, the EURES job mobility portal is particularly popular among school leavers, young students or recent graduates looking for work experience abroad to expand their skills. Several hundred staff have been recruited through this route.

Construction industry recruits abroad

A co-operation project between the Public Employment Services (PES) of Norway and Germany has helped to meet the labour market demands of the Norwegian construction industry.

The project began in 2001, when the Norwegian PES took the initiative to address the general shortage of skilled workers in the construction sector. They initiated national training programmes for the unemployed, and also tapped into the EURES network to identify pockets of available labour and to help employers recruit in other EEA countries.

Following a visit to North-east Germany, the German and Norwegian PESs agreed to launch a pilot project whereby German job seekers would receive ten weeks of language training and later a job in a Norwegian company. Costs were divided equally between the German PES, Norwegian PES and the employer.

Three Norwegian employers participated in a recruitment fair in Germany, together with Norwegian EURES advisers on hand to provide information on living and working conditions in Norway. The fair attracted over 300 job seekers, all highly qualified and experienced in the construction industry. Initially 12 job seekers were selected and the first language course started in January 2002. A second language course with 15 participants started in August 2002.

All 27 participants were successfully employed and the feedback from the Norwegian companies was extremely positive. One company continues to recruit from abroad without the assistance of EURES, using the contacts and experience gained through the project.

For more information on EURES, contact:

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Or log on to our web site at:

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EURES: Helping you to recruit in Europe

Are you looking to develop a multinational, multilingual workforce to stay competitive in a global market? Are you looking for specific skills or experience that you cannot find in the local or national labour market? Are you looking to meet high seasonal demand for labour?

Whatever the reason why your company or organisation wants to recruit from the European labour market, the EURES network has the expertise, information and services to help you.

This leaflet gives you – the employers – an introduction to the EURES network and services it offers related to recruitment and job mobility. To find out more you can also access the EURES job mobility portal at <http://europa.eu.int/eures>.

Where can we recruit from without asking for a work permit?

Under the principle of 'free movement of workers', all citizens from within the European Economic Area (EEA) (1) have the right to work in any other EEA country without a work permit. For the 10 Member States joining the European Union, restrictions may apply for the first two to seven years after enlargement, depending on the national law and policy of the original Member States, and any bilateral agreements set up with the individual new Member States. In practice this means that if you recruit employees from one of the new Member States, they will need to obtain a work permit during this transition period.

Once the national law restrictions have ended, the original Member States cannot request a work permit as a condition of access to the labour market. However, they may still issue work permits to workers from the new Member States for monitoring and statistical purposes.

You can find out more about the specific transitional arrangements for new Member States through the EURES job mobility portal (<http://europa.eu.int/eures>) or through the Public Employment Service in your country.

What benefits can we expect from recruiting in Europe?

The EEA offers a huge recruitment pool, covering the 25 Member States of the European Union, plus Norway, Iceland, and Liechtenstein. By tapping into the European labour market you can help improve your competitiveness and solve specific job or skills bottlenecks.

For example, businesses with a multilingual, multicultural work force are much better equipped to take advantage of all benefits the EU/EEA Single Market has to offer. With over 450 million citizens, the enlarged European Union represents the largest single market in the world. The single currency, faster and cheaper transport, the removal of internal border controls, are all contributing to the free movement of goods, services and people. For employers, the increased interest of job seekers to work abroad and the removal of barriers to job-related mobility are opportunities not to be missed.

1. The following countries belong to the EEA: Austria, Belgium, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Iceland, Ireland, Italy, Latvia, Liechtenstein, Lithuania, Luxembourg, Malta, the Netherlands, Norway, Poland, Portugal, Slovak Republic, Slovenia, Spain, Sweden and the United Kingdom. Switzerland has a bilateral agreement with the EU on the free movement of persons and participates in the EURES network.

It may also be that you are facing labour shortages in your sector. For example, in some countries the health and IT sectors cannot meet demands for labour from their regional or national labour market. Recruiting from other regions can help you overcome these deficits. Other sectors, for example agriculture or tourism, have a high seasonal labour demand that can only be met by recruiting outside the region or country.

What is the EURES job mobility portal?

The EURES job mobility portal is one of the most frequently used sites on the Europa server – the portal site of the European Union. If you are an employer based in one of the EEA countries (or Switzerland) you can ask your local employment office or EURES adviser to post your vacancies online, giving you immediate access to job seekers across Europe. The database is also integrated into the vacancy displays of the public employment services across the EEA.

Alternatively, you may choose to conduct your own CV search online. Over 60,000 job seekers looking for work in another country have already posted their CV online. You can therefore search for the specific profile required and contact the applicants directly.

The EURES job mobility portal also acts as a gateway to a host of other information related to occupational mobility. It gives access to a database on living and working conditions in each of the Member States, and provides links to other web portals on the transferability and transparency of qualifications and training or higher education in Europe.

How else can EURES help us to access the European labour market?

The Public Employment Services in the EEA Member States are responsible for providing information to employers seeking to recruit in other countries and to jobseekers looking for work abroad. Access to them can be found via the EURES job mobility portal.

In addition, EURES has a human network of trained specialists, who can provide up-to-date and practical information to job seekers and employers. There are more than 700 EURES advisers located in all 28 member countries of the EEA and in Switzerland, which also participates in the EURES network. You can identify your local EURES adviser through the EURES job mobility portal.

EURES advisers offer three core services: information, guidance and brokerage between job seekers and employers in Europe. They have specialised expertise in practical, legal and administrative matters related to geographical and occupational mobility. They also have access to a number of information tools, among them a database containing details of living and working conditions in each of the Member States such as information on labour markets, accommodation, education, cost of living, health, social legislation, taxation, training opportunities, equivalence of qualifications, etc.

EURES advisers can offer a personalised service to employers with specific recruitment needs. It may be that you are looking to hire employees with particular skills, or that you require a Europe-wide campaign for seasonal work. EURES advisers can help you define your recruitment strategy, support the formulation of advertisements and, if necessary, translate them. Most importantly they have access to a network of advisers in 28 other countries, who can respond quickly to any specific recruitment enquiries.

We are based close to our national border. Can EURES help us to overcome barriers to recruitment from neighbouring countries?

To take advantage of the labour potential in the local area, employers in border regions can also look to recruit in neighbouring countries. However, this can involve administrative, tax or legal issues, as the employee has to cope with different national practices and legal systems.

The EURES network has established cross-border partnerships to help overcome these obstacles. There are over 20 such partnerships across the EEA, each one bringing together the public employment services, and organisations such as trade unions, employers and local bodies. Within these partnerships, the different bodies exchange information on job vacancies in the cross-border region and vocational training opportunities, thereby helping to open regional labour markets in frontier zones.

You can contact your local EURES adviser to find out more about the cross-border partnership in your region or to help identify solutions to recruitment and mobility issues.

How do we get started?

EURES offers a cost-effective and efficient service to help you recruit Europe-wide. To get started you should first consult the job mobility portal (<http://europa.eu.int/eures>), where you can conduct a search for your local public employment service and/or EURES adviser. They can provide personalised advice concerning your recruitment strategy or job-mobility issues, usually at no cost to you as an employer (depending on the conditions of the individual EURES member). You can then register to post your vacancies online or to search the online database of CVs for a suitable applicant.