



CERTH
CENTRE FOR
RESEARCH & TECHNOLOGY
HELLAS

Human Resources (HR)

office strategy

May 2026

Introduction

Human Resources (HR) office is part of the Administrative Services of the Central Directorate of CERTH and its objective is to support the human resources of the Center.

The office, with its actions, aims at a fair and inclusive working environment while at the same time focusing on the professional development of human resources and encouraging collaboration.

Human Resources office, in addition to its administrative and advisory role, is authorized to intervene, where necessary, to facilitate the resolution of issues concerning personnel. Moreover, systematically monitor the progress of the relevant cases, in collaboration with the authorized departments of the Center, ensuring their timely, fair and effective management.

Services

The services provided by the human resources office are:

1. Welcoming of new employees

- provision of an information package (welcome pack + step by step guide).
- information and guidance to interns, Erasmus beneficiaries and hosted researchers.

Particular emphasis will be given in the welcoming and integration of employees who have recently moved from abroad.

2. Human Resources office web page

Human Resources office web page within CERTH website aims to inform staff about:

- their rights and obligations.
- the services of Human Resources office.
- other relevant useful information.

3. Training

- Conducting annual survey (questionnaire) for the collection of training needs.
- Analysis of survey results and needs prioritization.
- Organization of training seminars.
- Maintaining employee training files.



4. Staff satisfaction surveys

- Biennial survey (questionnaire) to collect staff's opinion on the impact of the Center's actions to improve staff needs (processes improvement, training, etc.).
- Analysis of survey results aiming to improve Center's actions.

5. Personnel evaluation

- Administrative support on the implementation of the personnel assessment process organized in the Center's information systems.

6. Manage employee inquires and complains

Human Resources Office will accept inquiries and complains from the Center's staff through MyCerth request process. The categories of inquiries that the office can accept are:

- Training, career
 - Training opportunities and participation in seminars.
 - Advice on career opportunities.
- Salary, benefits and administrative issues
 - Payroll / pay inequality.
 - Benefits and insurance issues.
 - Leave and absences.
 - Complaints regarding assessment.

Human Resources office provides information and administrative support on the above issues and collaborates, where it is necessary, with the relevant departments of the Administration.

- Assessment
 - Questions or issues arising in the context of personnel assessment.

Human Resources office provides administrative support to the assessment process through the Center's information systems and collaborates with the authorized departments and assessment committees, ensuring the proper implementation of the process and providing guidance to the employees under assessment and evaluators.

- Labor Relations and Work Environment

Complaints about:

- Bullying and abuse of power;
- Conflict management or dysfunctional collaborations;
- Harassment or inappropriate behavior;
- Discrimination and lack of inclusion;
- Difficulties on interpersonal cooperation.

Human Resources Office provides advisory support and, where it is necessary, directs relevant issues to the authorized departments of the Centre.

Any complaints of harassment, inappropriate conduct or discrimination are submitted and examined in accordance with the prescribed procedures and the authorized departments of the Centre.

Human Resources Office ensures that the administration of reports is carried out in strict confidentiality abiding by personal data protection principles.

- Legal or ethical issues

Legal issues and Questions regarding the regulation on research ethics.

For these matters, the Human Resources Office provides initial guidance and directs relevant questions to the authorized departments of the Center, such as the Ethics and Conduct Committee and the Independent Legal Support Office.

7. Information on the departure process

Information on the procedures that employees are required to follow when leaving the Center.

8. Continuous strategic planning

Needs analysis and development of human resources policies in collaboration with the Gender Equality and Anti-Discrimination Committee (GEADC) (indicatively: Equality and Anti-Discrimination Policy, Code of Ethics and Conduct, Employee Rights Guide) with the aim of creating a modern and productive working environment that supports the mission and strategic objectives of the Center. In this context, issues related to

working conditions and staff well-being, such as workload, work-life balance and psychosocial factors, are considered, through the systematic collection and evaluation of relevant data and the development of targeted improvement actions.

Other activities

Human Resources Office implements other relevant actions such as:

- The European Commission's HR Excellence in Research strategy at CERTH. The strategy focuses on maintaining open and transparent recruitment processes, ensuring a good working environment and on the career development of employees. It also coordinates the two working groups that have been formed to support the design and implementation of the strategy at CERTH.
- Coordinates the Greek EURAXESS Network, which consists of 13 organizations and aims to support the mobility of researchers through personalized support and the development of their careers. The Greek EURAXESS Network is part of the Pan-European EURAXESS network with presence in 43 countries.
- Coordinates and participates in European programs that focuses on the needs of Human Resources.

Contact

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