Operational Assistance

The **Operational Support Centre** is responsible for planning and implementation of operational and/or capacity building programmes and projects in support of Member States and Schengen-associated countries (EU+ countries) and third countries.

These take place in the framework of country-specific or multi-country operational engagements, including resettlement, relocation and contingency planning. As a key operational actor, the Centre supports both rapid interventions and longer-term operational engagements. In line with Article 16 of the EUAA Regulation, it delivers structured assistance during migratory emergencies and situations of disproportionate pressure, including the rapid deployment of specialised personnel to strengthen national asylum and reception capacities.

Beyond the first response and preparedness, the Centre coordinates the flexible deployment of operational personnel for multi-annual operations and provides a common framework for operational programming, planning, monitoring, reporting and evaluation. By promoting standardised project and programme management practices, it ensures effective implementation, data-driven performance monitoring and continuous improvement across operations.

The Centre also provides direct operational support for **resettlement and relocation activities** in EU+ countries. Through its integrated approach, it contributes to building resilient asylum and reception systems while supporting the consistent implementation of the CEAS.

The Centre divides the operative work in three main pillars:

- **Operational and Technical Assistance**, to deliver and manage country-specific operational and technical support to Member States, including the implementation of operational plans, deployment of asylum support teams and day-to-day management of operations.
- **Horizontal Operational Support**, to coordinate resettlement and relocation activities, quality assurance, technical expertise, preparedness and emergency response capacities.
- **Capabilities**, to provide the planning, analytical, personnel management and business support functions that enable effective prioritisation, resource allocation, monitoring and delivery of operational activities.

map of EUAA operations

[Operational and technical assistance](#)

[Horizontal Operational Support](#)

[Capabilities](#)

Operational and technical assistance

EUAA provides direct operational support to EU Member States, helping them respond to pressure on their asylum and reception systems and supporting the implementation of their obligations under the **Common European Asylum System (CEAS)**.

Through its operational and technical assistance activities, the Operational Support Centre supports needs assessments, operational planning and monitoring processes. This helps ensure that operational priorities are continuously aligned with Member States' needs, the Agency’s capacities and strategic objectives.

Support is delivered through country-specific operational engagements and tailored assistance measures designed to strengthen national asylum and reception systems and enhance their capacity to respond effectively to evolving challenges.

EUAA Agreement

Horizontal Operational Support

EUAA delivers coordinated, high-quality and adaptable support to EU+ countries, complementing and strengthening Country Offices. This support combines **resettlement and relocation activities, quality assurance and technical guidance, and preparedness and response measures** to support Member States across different operational contexts.

In the field of **resettlement**, the Agency provides operational support through initiatives such as the **Resettlement Support Facility** and related outreach services, contributing to the implementation of national and EU resettlement priorities.

The Agency also supports the implementation of EU solidarity mechanisms through close cooperation with EU institutions, Member States and operational partners.

To ensure consistency and quality across operations, the Agency develops and maintains harmonised CEAS-based asylum and reception methodologies, tools and guidance. Technical expertise is provided to country operations through thematic exchanges, peer-to-peer support activities and targeted operational guidance tailored to Member States' needs.

In parallel, the Agency contributes to the identification and mitigation of operational risks and supports oversight processes that help ensure the effective and compliant implementation of operational activities.

The Agency also maintains a strong **preparedness and response framework**, supporting rapid responses to situations of crisis, migratory pressure or disproportionate pressure. This includes maintaining operational readiness, developing response tools and service packages, and providing specialised expertise for rapid deployments.

Operations first response

Capabilities

The Capabilities function provides the planning, analytical and enabling services required to support coherent, prioritised and results-oriented operational delivery across the Agency's operational activities.

It brings together **strategic and operational planning, personnel management, performance monitoring, data analysis and business support**, enabling the Centre to allocate resources effectively, respond to evolving operational needs and implement the operations framework efficiently.

A key element of this work is ensuring that Country Offices are adequately resourced. Dedicated teams coordinate short, medium and long-term personnel planning, including the staffing and deployment of asylum support teams, to support operational priorities across the Agency.

The function also supports **strategic and operational programming and analysis**, including the design and implementation of operational frameworks, plans and projects, as well as the integration of grants into operational planning and delivery.

In addition, dedicated **business support services** ensure the timely, efficient and compliant delivery of administrative, procurement and financial services across operational activities.

Related content

- Code of Conduct
- EUAA Asylum and Reception Operational Response Catalogue

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