

ANNEX 1

Seconded National Expert (SNE) at the General Secretariat of the Council of the European Union

SMART Digital Solutions Directorate - Customer Services Unit

Customer Relationship Manager

Ref.: END/2/2019 (4141)

Job description

A. Main tasks and responsibilities

Working at the General Secretariat of the Council in Brussels, under the authority of the Director for Digital Solutions (SMART), the SNE will join the Customer Relations Management (CRM) team which is responsible for ensuring optimal customer relationships between SMART and its customers: the Secretariat, Member States' delegations and the Presidency.

The expert will be called upon to:

a) Manage the newly established Delegates Forum

This recently established digital forum will serve as a tool to engage directly with delegates. Its purpose is to allow delegates provide feedback and test new digital tools. It will also allow SMART to update delegates on new initiatives and provide coaching and support on the use of these digital tools. The SNE will manage the content of the site, start discussion threads, work with the CRM coordinator and consultants to launch test environments for the users and prepare user feedback questionnaires.

b) Prepare a catalogue of current digital services

The SNE will collate information on all existing digital services and tools, i.e. the Delegates Portal, Extranet-R website, PPI, Conference App, library digital services etc. in a service catalogue for delegates.

c) Engage directly with Permanent Representations

Learning how the existing digital tools fit into the day-to-day work of delegates is critical for developing customer relations. The SNE will work with key stakeholders in the Permanent Representations and capitals to discuss the service catalogue and new initiatives.

d) Monitor current digital tools and delegates' activity

The SNE will examine the market and source software which could be deployed to monitor activity and usage of current tools in order to identify pain points for users in a non-invasive manner. The SNE will also manage these tools on the forum.

e) Organise seminars/workshops/training on tools in development

The SNE will arrange user events in Brussels - organising logistics, invitations, the programme and speakers - to showcase new tools to delegates. The SNE will also develop training and coaching plans to assist users with new tools and provide the necessary support.

B. Qualifications and experience required

- A level of education which corresponds to completed university studies of at least three years attested to by a diploma, or equivalent vocational training attested to by a diploma or a certificate issued by an institute for advanced studies in a relevant field,
- Professional experience of at least five years working in public administration with a strong project management dimension and customer service dimension.
- Experience/knowledge of the workings of the EU. In particular the candidate must have worked as part of a Presidency team in the EU.
- Experience of attending EU meetings as a delegate and familiarity with the current IT tools for delegates.

C. Skills and abilities required

- Excellent (oral and written) communication skills.
- Good project management and organisational skills.
- Ability to work on own initiative and prioritise tasks.
- Excellent interpersonal communication and experience of managing different stakeholders.
- Ability to work harmoniously and productively with people of different national, cultural and personal backgrounds.
- A thorough knowledge of one Community language and a satisfactory knowledge of a second language, for the performance of the duties concerned; in practice, in the interests of the department, fully fluent written and spoken English is required and French is an asset.

D. General conditions

- Be a national of one of the Member States of the European Union and enjoy full rights as a citizen.
- Have fulfilled any obligations imposed by the laws concerning military service.

The General Secretariat of the Council applies an equal opportunities policy.

For more information relating to the selection procedure, please contact Ms Nicola Murphy (nicola.murphy@consilium.europa.eu , tel. + 32 2 281 4218).