

Application deadline: 17 November 2020




Internal and external communication Manager

ABOUT EIT URBAN MOBILITY

The website of EIT Urban Mobility is <https://www.eiturbanmobility.eu>.

EIT Urban Mobility, supported by the European Institute of Innovation and Technology (EIT), acts to accelerate positive change on mobility to make urban spaces more liveable.

EIT Urban Mobility is an initiative of the European Institute of Innovation and Technology (EIT). Since January 2019 we have been working to encourage positive changes in the way people move around cities in order to make them more liveable places. We aim to become the largest European initiative transforming urban mobility. Co-funding of up to € 400 million (2020-2026) from the EIT, a body of the European Union, will help make this happen.

	<i>We create systemic solutions that will move more people around the city more efficiently and free up public space.</i>
	<i>We bring all key players in urban mobility together to avoid fragmentation and achieve more.</i>
	<i>We engage cities and citizens from the word go, giving them the opportunity to become true agents of change.</i>

In order to support the vision of creating more liveable urban spaces, EIT Urban Mobility is opening a call for applications for an **Internal and external communication manager**. The Internal and external communication Manager will be responsible for promoting effective communication among EIT Urban Mobility staff as well as driving a higher degree of partner engagement through effective and timely communications and provision of information.

MAIN DUTIES AND RESPONSIBILITIES

Job reference: HR044-2020



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Reporting to the Head of Communications and Stakeholder Relations, the jobholder will be part of the Communications and Stakeholder Relations team of EIT Urban Mobility. Communication, outreach and dissemination activities are an intrinsic part of the EIT Urban Mobility strategy, strengthened through integrated communication and are shaped by its communication framework, engaging partners and opinion leaders as ambassadors towards internal and external stakeholders. The communication framework consists of the following four pillars: 1) internal & external communications; 2) dissemination; 3) citizen engagement; and 4) public affairs and stakeholder relations. Through this framework, a pragmatic mix of internal and external communication platforms will be offered, general as well as targeted thematic outreach activities and specific EIT promotional actions.

The jobholder will **contribute to and manage internal communication, which includes communication within the organisation as well as with our partners**. S/he will contribute to promoting open communication within the entire community, that allows for two-way communication, engagement, and transparency. The Internal and external communication Manager will support collaboration and communication across the organisation by identifying synergies and interdependencies across related disciplines, e.g. other Communications areas, public affairs, project management and activity leaders inside EIT Urban Mobility and with our partner organisations.

This includes the following tasks:

- Establish an internal communications strategy;
- Ensure organisational initiatives and projects are successfully communicated to employees and partners;
- Plan, edit and write content for a variety of internal communications mediums, such as a staff intranet;
- Ensure internal communications messages are consistent across all mediums and for different departments of the organisation;
- Inform and motivate colleagues and partners; by ensuring delivery and full adoption of a variety of new digital communications channels and news ways of working;
- Drive a higher degree of partner engagement through effective and timely communications and provision of information.
- Manage partner communication contents as well as tools, material and channels, including the community platform, contribute to internal newsletters, etc.
- Ensure timely and effective information to partners for a well-informed partnership;
- Respond to feedback from staff and partners and adjust communications content accordingly;

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- Support partners to raise EIT Urban Mobility's awareness within their organisations;
- Collaborate with Operations on the communication of milestones and processes, e.g. the business planning cycle;
- Establish vehicles for partner engagement that provide insights into the challenges and opportunities faced by partners and beneficiaries of EIT Urban Mobility;
- Develop and implement an annual partner satisfaction survey;
- Handle the internal communication response to crisis situations which affect organisational perception and reputation;
- Advise the Management Team on how to address communication gaps;
- Support the Head of Communications and Stakeholder Relations in strategic issues related to the EIT Urban Mobility's internal communications;
- Contribute to the achievement of the EIT Urban Mobility's objectives through inputs to horizontal coordination activities, teamwork, proactive internal communication and inputs to the work of colleagues.

KEY SKILLS AND EXPERIENCE

Qualifications:

- Relevant work experience of at least 5 years, e.g. in the field of journalism, communication and public relations, human resources or similar;
- Work experience in setting and implementing communication strategies;
- Work experience in managing a community is considered an advantage;
- Work experience in writing, editing and proofreading articles and giving presentations;
- The ability to source stories from staff and partners;
- Have a strategic mindset combined with hands-on and entrepreneurial approach, able to drive change and performance;
- Have the ability to devise communication strategies digital skills. Familiarity with information technology, especially digital and video means of communication, is essential.



- Strong international experience, especially in working with European matrix organisations is a plus;
- Excellent communication skills in English, both verbally and in writing. English level of at least C1.

Soft skills

- Independent and results-oriented, able to grasp organization goals and strategies, and deliver technical solutions;
- Driven and passionate in fast-paced organisation;
- A team player, empathetic and capable of engaging with employees and partners from different backgrounds and cultures, as well as able to work independently;
- Good interpersonal and relationship-building skills and the ability to work at different levels; from briefing the CEO, working with senior leaders from our partner organisations, working with and providing guidance to regional teams, influencing across different regions and cultures;
- Sensitivity to EIT Urban Mobility's goals and values and the ability to relay them to staff and partners;
- A result driven, pro-active and pragmatic working attitude;
- Ability to manage sensitive situations while maintaining confidentiality;
- Ability to multitask and manage priorities. Experience in working in a fast-paced environment.

ELIGIBILITY

General Conditions:

By the closing date of this call candidates must:

- be a national of an EU Member State or have a working permit to work in the country where the jobholder is hired;
- enjoy their full rights as citizens;
- have fulfilled any obligations imposed by national laws concerning military service; and,
- meet the character requirements for the duties involved.



JOB AND CONTRACT TYPE

Full-time and of unlimited duration.

LOCATION

- The employee will be based in Barcelona, Spain;
- Travel is expected (6-9 times per year).

APPLICATION PROCESS

EIT Urban Mobility is an equal opportunity employer and values diversity. To build a strong digital Europe that works for everyone it is vital that we have diverse range of skills, knowledge and experience in the sector. Therefore, we welcome applications from anyone who meets the above criteria and encourage applications from women, ethnic minorities, and other underrepresented groups.

To apply for this position, please download the [application template](#) from EIT Urban Mobility website. Complete the four elements of the application:

- 1) Personal **contact details**;
- 2) An **essential criteria** checklist;
- 3) A **Cover Letter** demonstrating how you match the skills defined in the job description – examples should be given;
- 4) A **curriculum vitae**.

Follow the naming process detailed below:

- Format:** Save your completed application form in **one single file** in either PDF or Word format.
- File name:** Name the file according to the model “*EIT_ICM_last name_first name*”. For example, Joanna Smith would name the file, *EIT_ICM_Smith_Joanna*.
- Email title:** The subject field should read “*Internal External Communications Mgr. HR044-2020*”.
- Send to:** Send your completed application to: recruitment@eiturbanmobility.eu.

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Data Protection Disclaimer

Your personal data will be handled with utmost care by the EIT KIC URBAN MOBILITY, S.L. or its subsidiaries, as responsible. The aim of collecting this data is for the recruitment of the offered positions. We will process your personal data following your consent made by applying to such job offer.

This will allow us:

- to enable you to submit your CV to apply for specific jobs;
- to match your details with the job vacancies and to eventually contact you;
- to retain your details and notify you about future job opportunities similar to the specific role for which you have contacted us;
- to answer your enquiries.

Please note that your details may be shared with external parties supporting in the selection and review process. However, data will not be shared beyond these parties. We will keep your personal data only for as long as necessary.

Should you have any questions about Data Protection or you want to exercise your rights (access, correction, erasure, object or restrict processing, data portability, and any other relevant right), please email recruitment@eiturbanmobility.eu.

