

Application deadline: 13 August 2021

Citizen Engagement and Programme Manager

ABOUT EIT URBAN MOBILITY

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.

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

In order to support the vision of creating more liveable urban spaces, EIT Urban Mobility is opening a call for applications for a Citizen Engagement and Programme Manager to coordinate the delivery of the EIT Urban Mobility’s citizen engagement activities, which involves developing programme, monitoring and evaluating projects led by partner organisations, advancing the adoption of the living lab approach, maintaining an oversight of citizen engagement activities taking place in public governments across the community.



Funded by the European Union



MAIN DUTIES AND RESPONSIBILITIES

The Citizen Engagement and Programme Manager is part of the City Club and Living Labs team and will serve as a key staff in development and design of citizen engagement activities, bringing cities and regions and EIT Urban Mobility Partners together in interactions such as workshops, calls and webinars to collaborate. The Citizen Engagement and Programme Manager will be enthusiastic about joining the EIT Urban Mobility and finding new ways on how to make people passionate about the future of their cities. The Citizen Engagement and Programme Manager will have a strong interest and familiarity with the public sector, social innovation, community participation and mobilization, and wider citizen engagement actions in sustainable city development, and ideally have experience working directly with city governments and/or successful networks.

The Citizen Engagement and Programme Manager will be an experienced professional who takes an active role in steering the success of the citizen engagement programme. Understanding of urban development and mobility and transport planning policies, as well as excellent communication and organisational abilities, will be vital skills in working with EIT Urban Mobility's partner organisations and members. He/she will report directly to the City Club Director for day-to-day line management.

This includes the following tasks:

- Act as the EIT Urban Mobility contact point for partner organisations so as to ensure sound project management and the successful delivery of the programme;
- Draft a comprehensive workplan for the programme delivery;
- Conduct regular programme governance and update meetings with partner organisations to ensure satisfactory progress against the programme plan through financial and Key Performance Indicator reporting;
- Conduct monitoring and evaluation of programme activities;
- Liaise with other initiatives, to align programme activities with activities of partner organisations to achieve maximum impact;
- Consult with partner organisations on the delivery of workshops, as well as attending, recording, and contributing to the output from these events;
- Provide assistance to local administrations and organisations in development and implementation of community-based campaigns and roadshows such as the Mobility Actions during European Mobility Week;
- Support the use of the DecidiUM platform as the EIT Urban Mobility's channel of communication and outreach to citizens and the civil society, in cooperation with the communications team;
- Lead the sharing of lessons with EIT Urban Mobility partners and other EIT Urban Mobility stakeholders in Europe and internationally;



- Manage programme logistics, such as: convening calls and webinars (including developing agendas and draft minutes to follow up on meetings), coordinating collaborative projects & workstreams, tracking and reporting on interest in the programme, and planning for in-person network meetings;
- Assist the activities of other EIT Urban Mobility teams in their citizen-oriented activities on an ad-hoc basis, such as attending workshops, facilitating meetings, or contributing to research;
- Work closely with the Head of City Club, Innovation Hub Directors, the Communications and EU Affairs team to develop and implement the EIT Urban Mobility's strategic agenda.

KEY SKILLS AND EXPERIENCE

- Advanced University or Master's Degree preferred, with a focus on public policy, sustainable development, urban and/or transport planning, or a related field;
- Experience with stakeholder engagement and engagement techniques such as facilitating discussions and stakeholder mapping;
- Familiarity with European transport policy and the Green Deal initiative;
- Experience of working collaboratively and effectively with partner organisations and city officials in the organisation of meetings, workshops, communications, and joint research collaborations;
- Expertise and interest in facilitation of in-person workshops as well as virtual meetings or webinars;
- Strong problem-solving, interpersonal and strategic thinking capabilities coupled with an outcome/delivery-oriented approach;
- Ability to manage competing priorities and work across departments;
- Experience in EU funded project management;
- Highly organized and process-oriented, responsive to changes in environment.

ELIGIBILITY

General Conditions:

By the closing date of this call candidates must:

- be a national of an EU Member State or an EFTA state¹; Or have a work permit to work in one of our offices locations in Europe.
- enjoy their full rights as citizens²;
- have fulfilled any obligations imposed by national laws concerning military service; and,
- meet the character requirements for the duties involved.

¹ EFTA countries are Norway, Iceland and Liechtenstein as defined by as defined in Article 2 of the EEA agreement.

² Prior to the appointment, the successful candidate will be asked to provide a certificate of good conduct, confirming the absence of any criminal record.



Essential qualifications:

- 7 to 10 years of experience in relevant government, business, research and/or NGO sectors with a strong focus on urban affairs and with an emphasis on citizen engagement.
- Minimum 5 years of large EU grants management experience;
- Minimum 5 years experience in programme governance, including contract agreements, and qualitative and financial reporting;
- An understanding of clean transport programmes and policies within European cities.
- Experience of facilitating workshops with multiple stakeholders from the public and private sectors to contribute to policy consultation and implementation.
- Experience of working with international organisations through events and joint projects;
- Strong interpersonal skills to effectively coordinate with a wide range of stakeholders;
- Strong English language skills required.

Education

- Completed University or Master's Degree³.
- Written and spoken English (Proficient) and one additional European language is an advantage.

JOB AND CONTRACT TYPE

Permanent and Full-time position.

LOCATION

- Brussels or one of the Innovation Hubs.
- No relocation expenses are assigned.

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.

³ Only qualifications issued by an EU Member State authorities and qualifications recognised as equivalent by the relevant EU Member State authorities will be accepted.



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 “*first name_last name_Citizen Engagement and Programme Manager*”. For example, Joanna Smith would name the file, *Joanna_Smith_Citizen Engagement and Programme Manager*.
- Email title:** The subject field should read “Citizen Engagement and Programme Manager. HR064-2021”.
- Send to:** Send your completed application to: recruitment@eiturbanmobility.eu.

Deadline for Applications: 13 August 2021

Data Protection Disclaimer

Your personal data will be processed with utmost care by the EIT KIC URBAN MOBILITY, S.L. or its subsidiaries.

The said processing will allow us to manage the recruitment of the offered positions, and more specifically:

- 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.

You can exercise your data protection rights, writing to recruitment@eiturbanmobility.eu.

You may find further information in the full GDPR Compliance privacy note for applicants available [here](#).

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