




Application deadline: 25 October 2022

Partner Engagement Officer (IH West)

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.

	<i>We create systemic solutions that will move 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>

Activities are carried out by partner institutions that are allocated to five Innovation Hubs. The objective of the Innovation Hubs is to create a vibrant innovation eco-system, ensuring effective knowledge and activity management and prominent regional visibility. The Innovation Hubs coordinate local and regional activities of EIT Urban Mobility and the network with the core partners and other parties involved in their Innovation Hub region. The five Innovation Hubs work closely together to achieve the goals and mission of the EIT Urban Mobility.

ABOUT THE JOB

The **Partner Engagement Officer** will be based in **Helmond/Eindhoven, The Netherlands** and support the Innovation Hub Director in managing the Innovation Hub West partnerships and the wider ecosystem.

The **Partner Engagement officer** supports the Innovation Hub Director in managing the Innovation Hub partnership community and wider eco-system. The key responsibility of the innovation hub is to engage the partners, to retain them within the community and grow and expand their involvement with EIT Urban Mobility activities.

More specifically, this position encompasses the overall responsibility for and management of the partner management lifecycle of EIT Urban Mobility and specifically the engagement of our current Partnerships.

The job holder will contribute to strengthening EIT Urban Mobility's partnership and stakeholders by increasing the awareness, visibility and understanding of EIT Urban Mobility's activities, results and achievements, specifically for the Innovation Hub.

The jobholder will be responsible for engaging the EIT Urban Mobility partnerships at the Innovation Hub level. This includes, but is not limited to contribute to and manage partner engagement activities, day-to-day responsibilities for partner engagement, monitoring, management and actions from the Innovation Hub West with and to our partners. S/he will contribute to strengthen EIT Urban Mobility's partnerships, support and promotion efforts with a view to increase the awareness, visibility and understanding of EIT Urban Mobility's activities and those from our partners within our community.

Partner engagement – Develop and strengthen partnerships and stakeholder relations:

- Develop & nurture partner relationships & create strategies to increase value for partners & EIT UM
- Identify pain points impacting partners & develop action plans with cross-functional EIT UM stakeholders
- Identify new value creation opportunities to develop into propositions by working across the matrix
- Support Hub Director to develop strategies to retain current partners & upsell additional services
- Hold regular account review meetings (360 feedback) with partners to understand needs and maximize the value EIT UM can deliver for them, acting as the 'internal voice' of our partners
- Day-to-day responsibilities for partner engagement, monitoring and management

- Further develop and engage our current partnership landscape while increasing the current number of contacts, while targeting stakeholders including citizens engagement activities when applicable in a project;
- Supporting and reviewing the partners' efforts in fostering innovation, projects, education and external communications;

Community Development – Create engagement & value for partners and potential partners and develop the regional partner community through engagement across EIT Urban Mobility:

- Build the regional knowledge triangle
- Support hub director to identify relevant stakeholders in the region and establish potential to collaborate with them
- Manage partner review process, share insights about pain points in the IH, across the organisation & track progress implementing actions
- Measure & implement activities to improve partner satisfaction
- Develop & manage activities to engage the partner community incl. monthly engagement calls
- Work with comms & marketing to develop content for the partner engagement calls

The position will be based in **Helmond/Eindhoven**.

The job is a **permanent and full-time position**. Possibility to homework up to 2 days a week.

No relocation expenses are assigned.

Some travel is expected.

THE PERSON WE ARE LOOKING FOR

We put a high value on your individual qualities, and we are looking for someone who strives for making a difference together with other people.

An ideal candidate will strive to generate positive environmental and social impact in line with EIT Urban Mobility's mission. We are looking for individuals with a “can do” attitude, who are passionate about disseminating knowledge, know-how, good practices and lessons learnt.

The ideal candidate:

- Relevant work experience in the Urban Mobility area;
- Professional knowledge of the mobility sector (communication, innovation, academy) is considered as an advantage;
- Strong customer focus orientation; networking skills;
- Capability, ability and fluency in working with academic, industry and / or city partners;
- Capacity to work on physical and virtual events, activities, communication and animation of the Hub partner network;

- Proven capability to meet deadlines;
- Experience with EIT KICs and EU-programs is considered as an advantage;
- Distinct team player, creative thinker;

GENERAL CONDITIONS

By the closing date of this call candidates must:

- be a national of an EU Member State or have a working permit valid to work in The Netherlands;
- enjoy their full rights as citizens;

EDUCATION

- University degree in Business Administration, Urban Planning, Urban Design, or Engineering¹.
- Written and spoken English (C1) and French (C1) one additional relevant community language is advantage

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 ethnic minorities, and other underrepresented groups.

To apply for this position, please download the [application template](#) from the 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**.

¹ Only qualifications issued by an EU Member State authorities and qualifications recognised as equivalent by the relevant EU Member State authorities will be accepted.

Follow the naming process detailed below:

- Format: Save your completed application form in **one single file** in PDF format.
- File name: Name the file according to the model “*EITUM_first name_last name*”. For example, Joanna Smith would name the file, *EITUM_Joanna_Smith*.
- Email title: The subject field should read “Partner Engagement Officer. *HR123-2022*”.
- Send to: Send your completed application to: recruitment@eiturbanmobility.eu.

Deadline for Applications: 25 October 2022

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](#).