Application deadline: 11 January 2023

Business Process Officer
Education

BACKGROUND

EIT Urban Mobility, an initiative by the European Institute of Innovation and Technology (EIT), acts to accelerate change on making urban spaces more liveable. Since 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.

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

ABOUT THE EIT URBAN MOBILITY ACADEMY

Our Academy is a collaborative arena for lifelong learning, helping to build critical capabilities for innovation and transformation. We are training the next generation of urban mobility practitioners, needed by the urban mobility ecosystem of the future. Our programmes are intersectoral, interdisciplinary, international, and entrepreneurial. We will close the urban mobility knowledge gap with challenge-based training using the latest education methodologies across disciplines and sectors. Our programmes meet a wide variety of needs, including at master and doctoral levels. We also provide a diverse portfolio of courses for working professionals. Our main vehicles are:

Master School
Our Master School offers a wide-ranging master's degree in urban mobility and aims to train 500 graduates per year in partnership with ten universities. This EIT labelled challenge-based double degree programme (1st and 2nd year in a different university) includes extensive training in innovation and entrepreneurship. The Master School will open its doors in autumn 2020 starting with 4 universities and 2 tracks. The Master School also includes summer schools held in several European cities addressing critical urban mobility challenges.

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Doctoral Training Network

This is an innovation and entrepreneurship programme for doctoral students, as well as a way of building networks. The aim is to train 50 graduates per year. This programme bridges research and innovation and starts in 2020. It includes an annual doctoral forum to facilitate networking within the urban mobility research community and to reach out to cities and industry.

Competence Hub

The Competence Hub offers intensive programmes on hot topics in urban mobility and transport to work with professionals from different sectors, such as project managers, engineers, city executives and entrepreneurs, co-created by our partners in various locations in Europe. This lifelong learning initiative uses a variety of formats including light online material in a web-TV channel, online courses, in-project training, and co-creation work, as well as more conventional face-to-face seminars. It aims to train 50,000 people per year and to reach a total of 500,000 people per year through its online offers.

Education Capacity Building

Along with the three main Academy segments, EIT Urban Mobility is involved in several transversal activities that span the interests of several of EIT's Knowledge and Innovation Communities (KICs). These so-called Cross-KIC projects aim at jointly driving strategic topics to promote European innovation while fostering collaboration and taking advantage of synergies within the EIT ecosystem. Within the Academy, we cover the capacity building projects in the field of education, including the Higher Education Institutions (HEI) initiative.

More information on Academy: https://www.eiturbanmobility.eu/academy/

ABOUT THE JOB

The **Business Process Officer (Education)** will report to the Academy Programme Manager and work in close coordination with the Academy Director and the Academy Heads of Segment, mainly the Head of the Competence Hub (Professional School). He/she will be entrusted to identify, document and maintain the necessary processes for our education programmes, at graduate and mostly professional levels, in line with the EIT Label standards and guidelines. The EIT Label is the EIT certificate of quality that is awarded only to excellent educational programmes. He/she is expected to help with software development to ensure the quality and efficiency of these processes and to perform regular monitoring and reporting tasks on their implementation and quality control.

Main tasks and responsibilities include:

Defining and implementing processes

- Designing quality processes that embed the key principles outlined in the EIT Label Framework and are aligned with the EIT Urban Mobility Competence Framework .
- Ensuring that those processes contribute to the EIT Urban Mobility Academy´s strategy and objectives, including course quality and relevance and revenue generation.
- Coordinating the implementation of processes and their improvements, including providing expert support and guidance to the team members in charge of the different portfolios and courses.
- Making sure that the requirements laid down in the EIT Label Handbook are adhered to by the stakeholders (partners and providers) involved in the education portfolio by producing a manual with instructions, templates, and examples documenting the different steps in each one of the processes implemented.
- Supporting with process review and self-evaluation and preparing relevant reports.
- When required, presenting a development plan with measures for improvement in specific areas in which shortcomings were identified by the EIT and that responds to specific recommendations.
- Working in close collaboration with team members, partners, and providers to ensure that the course-design, candidate-selection and quality-control mechanisms align with the EIT Label requirements when creating, commercialising and delivering their courses and trainings.

Supporting with software development

- Analysing existing processes and identifying software requirements to ensure the quality and efficiency of our processes.
- Drafting software specification documents.
- Planning the software testing strategy, testing schedule and periodic reviews to ensure aligment with the EIT Label Framework and the EIT Urban Mobility Competence Framework.
- Supporting with software deployment also by acting as a single point of contact for team members, partners and providers on software related questions.

Monitoring and reporting

- Collecting and maintaining evidence that our courses and trainings satisfy the requirements of the EIT Label in their design, implementation, and assessment. When this is not the case, finding solutions to ensure that this happens, without compromising the courses´ quality, impact and revenue goals.
- Analysing and evaluating data and using it to plan and manage processes to enhance efficiency.
- Supporting the monitoring and assessment of how the Academy is meeting its EIT labelled related key performance indicators (KPIs).
- Drafting the reporting to the EIT, covering both quantitative and qualitative information.
- Supporting the Master School and Doctoral Training Network with procedures regarding obtained the EIT Label for future programmes and/or maintaining the EIT Label in existing ones.

- Evaluating improvements with internal and external stakeholders.

Contributing to the development of the EIT Urban Mobility Academy

- Supporting the execution of the relevant administrative tasks and procedures needed to deliver on the Academy EIT labelled portfolio.
- Ensuring optimal synergies between segments of the EIT Urban Mobility Academy, the rest of EIT Urban Mobility, and the EIT Community (XKIC/RIS projects).
- Supporting the Academy Programme Manager, Heads of Segments and Academy Director in their reporting activities to EIT.

The position is based in **Barcelona**.

Permanent full-time position, with possibility to homework up to 2 days a week.

No relocation expenses are assigned.

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.

The ideal candidate would have:

- 5+ years of working experience in business processes in education, preferably in a business school or university environment.
- 5+ years of working experience in coordinating international, multi-stakeholder projects, preferably in education, preferably at EU-level.
- Committed, proactive, accurate and respect of timelines and deadlines.
- Team player who can work independently.
- Strong organizational and administrative skills.
- Prioritization and problem-solving skills to manage the (sometimes) conflicting interests, priorities, and expectations of different target groups.
- Strong IT and digital skills, preferrable including experience from development and implementation of IT support tools and processes.
- Professional use of MS Office (Excel, Teams, SharePoint).

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Experience in the below would be considered as a plus:

- Experience in quality assurance in professional training and education.

- Experience in carrying out internal and/or external audits of quality processes in education in a business school, university and/or consultancy environment will be positively assessed.

To be a fit for this role:

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.

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 Spain.
- enjoy their full rights as citizens;
- meet the character requirements for the duties involved.

EDUCATION

- Master's degree in business administration, quality, logistics, processes, or equivalent training or working experience.
- Written and spoken English (C1), any other European language is a plus.

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.

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 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 *"Business Process Officer (Education). HR112-2022"*.
Send to:	Send your completed application to: recruitment@eiturbanmobility.eu.

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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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