




Application deadline: 27 February 2023

# Web Content Editor & Customer Support Assistant Online Education Portal

## 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.

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

## ABOUT 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.

Within the Academy, there are four main areas: the Master School, the Doctoral Training Network, the Competence Hub, and the Education Capacity Building team.

The **Web Content Editor & Customer Support Assistant** will be part of the Education Capacity Building team, which work with the other 7 [EIT Knowledge Innovation Communities \(KICs\)](#) to implement joint education

programmes (*Cross-KIC Education*), and implement and support education activities in RIS countries (*RIS Education*).

More information on the Education Capacity Building: <https://www.eiturbanmobility.eu/academy/education-capacity-building/>

## ABOUT THE JOB

The **Web Content Editor & Customer Support Assistant** will report to the Education Programme Manager, and work closely together with the EIT Campus Project Manager.

The EIT Campus (<http://eit-campus.eu>) is funded through the **Strategic Education Cluster**. The Strategic Education Cluster is a Cross-KIC project that aims at integrating education activities from different KICs, creating joint offerings and opening new opportunities for raising EIT's profile and for market penetration. Among other things, the Cluster hopes to further connect all KICs' education offer to the current and future needs of the labour market.

The **EIT Campus** is a platform that will be launched in December 2022 and will be a one-stop shop for all education resources published by the KICs. It will have a crucial role in helping KICs' education resources achieve further and deeper market penetration, reach more learners, and as a result accelerate skills acquisitions for the green economy in Europe.

The **Web Content Editor & Customer Support Assistant** will play a key role in keeping the EIT Campus up to date and ensuring it is responsive to the needs of our customers, whether it be learners using it or the other KICs, who are key stakeholders of this project.

Main tasks and responsibilities include:

- Liaise with partners to obtain all the required information and content needed for the EIT Campus.
- Provide partners with the right level of support (templates, guidelines, etc) to ensure timely flow of information.
- Update and edit the content on the EIT Campus according to the information provided by the partners. The EIT Campus is currently built on Wordpress, so the right candidate will need at least some basic knowledge of this content management system.
- Adopt a solid project management approach based on the processes and policies already in place, ensuring efficient and effective data collection.
- Respond or redirect requests from learners received in the EIT Campus inbox.

- Support with building partnerships with potential corporate EIT Campus customers, which may include professional bodies, public organisations, and business representatives, among others.
- Any other task or activity related to the EIT Campus project requiring additional support.
- The Web Content Editor & Customer Support Assistant will also support the Education Capacity Building team in any communications-related tasks if needed, and collaborate with other teams within Academy when needed.

The position is based in **Barcelona**.

This is a **permanent and 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:

- Some experience with the Wordpress environment.
- Some experience of Customer Support or being part of projects with a wide range of stakeholders and/or partners, and liaising with them.
- Some experience in project management and/or project assistance.
- Some experience in building and/or managing partnerships
- A strong interest in education, innovation and entrepreneurship.
- An ability to be flexible and adaptable, and work under pressure in peak work periods.
- Is excited to work as part of a team and willing to establish connections within and outside the organisation.
- Has at least 1 or 2 years of relevant work experience.

Experience in the below would be considered as a plus:

- Working in education projects or educational institutions
- EU-funded projects, particularly as project manager and/or fundraiser.
- Committed, proactive, trustworthy, accurate and respect of timelines and deadlines.

- Professional use of MS Office (mainly Excel, Teams, Sharepoint) and project management tools including Asana.
- Advanced practical experience with Wordpress and other CMS's.

#### 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

- A qualification in an IT-related field, communications, or any other relevant academic background; or equivalent work experience (applicants without formal qualifications will not be penalised if they have relevant work experience in this field).
- 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 "Web Content Editor&Customer Support Assistant.HR144-2023".

Send to: Send your completed application to: [recruitment@eiturbanmobility.eu](mailto:recruitment@eiturbanmobility.eu).

**Deadline for Applications: 27 February 2023**

#### 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](mailto:recruitment@eiturbanmobility.eu).

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