

COMMUNICATIONS AND WEBMASTER OFFICER

[European Schoolnet](#) is searching for an enthusiastic and techie-minded communication officer to join its School Education Gateway Team.

The [School Education Gateway](#) (SEG) is an online platform for teachers and school staff to learn about and get interested in the European action for schools, including the Erasmus+ Tools. The [Teacher Academy](#), as well part of SEG, and the [European Schoolnet Academy](#) provide online courses to teachers (Massive Open Online Courses, MOOC). We are looking for a dynamic and autonomous colleague to support these projects through **communication and user support tasks**.

MAIN TASKS:

- Communication tasks:
 - Planning and implementing communication and dissemination activities with the guidance of the project manager.
 - Coordination of the project's social media promotion in collaboration with Erasmus+ and internal colleagues. Promotion through Google Ads.
 - Preparation of promotional articles for publication and promotion through newsletters.
 - Communication with related stakeholders and potentially interested organisations for a wider outreach.
 - Planning and implementing communication campaigns and creation of related digital materials (e.g. images, animations).
 - Creation of new and maintenance of existing dissemination materials up-to-date.
 - Contribution to the project's annual work plans, final reports, dissemination plan, quarterly statistics reports, and project management meetings.
 - Dissemination and promotion activities of the upcoming online courses (through social media, newsletters, web articles, etc.). Creation of digital promotional materials.

- Technical and end-user support:
 - Course platforms webmaster: communication with the platform provider, handling ticketing and following up of technical issues.

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- User support coordination: being in charge of the different aspects of the user support and liaising with involved colleagues.
- User support through social media (Twitter and Facebook groups).

- Other duties as may be necessary from time to time to support the overall objectives and dissemination activities of the School Education Gateway project, of the MOOC course platforms, and the wider work of EUN.

PROFILE AND SKILLS:

The applicant should have:

- An excellent command of English, with good written and verbal communication skills. Additional languages would be an asset.
- A Master's degree in a relevant field (e.g. communications, digital media, technology, journalism) or Bachelor degree with proven practical experience.
- Relevant experience of two to four years working with similar tasks.
- Strong organisational skills, flexibility and the ability to learn quickly, as well as the ability to handle high workloads and meet tight, and sometimes conflicting, deadlines.
- Strong interpersonal and intercultural skills to succeed in an international environment as well as the ability to work in a team.
- Excellent level of computer literacy (MS Office).
- Skills relevant for communication tasks:
 - Experience in multi-media (e.g. creation of digital assets).
 - Proven experience in writing and producing content for multilingual websites, newsletters and social media.
 - Good knowledge of social media (Facebook, Twitter, LinkedIn, etc.) and Web 2.0 technologies.
 - Reporting and presentation skills.
- Skills relevant for the user support tasks:
 - Sound knowledge of, and previous experience with, web content management systems (CMS) (ideally Liferay) and other web publishing tools.
 - An interest in researching, testing and implementing online platforms to enhance service delivery and streamline systems and processes.
 - The ability to liaise with designers and technical experts.

ABOUT EUROPEAN SCHOOLNET:

European Schoolnet (www.eun.org) is the network of 31 European Ministries of Education, based in Brussels. As a not-for-profit organisation, we aim to bring innovation in teaching and learning to our key stakeholders: Ministries of Education,

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schools, teachers, researchers, and industry partners. Since its founding in 1997, European Schoolnet has used its links with education ministries to help schools make effective use of educational technologies, equipping both teachers and pupils with the skills to achieve in the knowledge society. In particular, we pledge to:

- Support schools in achieving effective use of ICT in teaching and learning
- Improve and raise the quality of education in Europe
- Promote the European dimension in education

USEFUL INFORMATION:

Type of contract: Limited Duration Contract (CDD), full time (38 hours / week).

Duration: 12 month contract starting as soon as possible.

Deadline for applications: until the position is filled. Applying early is requested.

Benefits: competitive salary, meal vouchers, travel expenses support, DKV-Hospitalia.

Location: European Schoolnet, Brussels, Belgium.

HOW TO APPLY:

Please send your CV and cover letter in English to jobs@eun.org with 'Comms-Webmaster Officer' in the subject line.

PLEASE NOTE:

- The cover letter should show how your background and skills fit the tasks planned for this position.
- Interviews will take soon as possible either in Brussels or at distance.
- Only short-listed candidates will be contacted.