

Team & Project Support Officer

Department: DIGITAL CITIZENSHIP

European Schoolnet (EUN Partnership) is looking for a dynamic **Team and Project Support Officer** (Ref. DC-SuppOff-2023) to assist the Head of the **Digital Citizenship Department** with team coordination and operational tasks, carrying out a range of support and administrative duties for the department and its projects.

The Team and Project Support Officer will report to the Head of the Digital Citizenship Department and collaborate closely with Project Managers and colleagues from the department. The function will also liaise with other teams, in particular the Project Support Team (PST) and the Finance Team.

The role is horizontal, with time and efforts split between internal departmental needs and external project contribution requirements; the latter being currently mainly concentrated on two large initiatives implemented on behalf of European Union bodies (i.e. [Better Internet for Kids](#), [Digital Skills and Jobs Platform](#)).

Main tasks

The successful candidate will support the Head of the Digital Citizenship Department and its Project Managers by carrying out a range of transversal duties, mostly operational and administrative in nature:

- Team coordination, reporting and monitoring: Contribute to the overall coordination of the team across projects, while helping to monitor, allocate and manage the team's resources across the project portfolio. This entails providing interim project updates, collating content- and resource-related information, creating budget reports and forecasts, exporting and presenting staff and operational costs, while acting as a key user of the organisation's ERP (Enterprise resource planning) software.
- Act as the Data Protection Ambassador for the department, which includes responding to general data protection related queries and requests from the team, participating in the data protection working group, confirming key items with EUN's Legal Manager and EU Data Protection Officers as well as creating various documents, including consent forms and privacy statements.
- In support of the team's projects, carry out varied financial, contractual and administrative duties, for instance by collecting and compiling partner information for proposals and tenders, helping to prepare project work programmes, budgets, expert contracts and subcontracting agreements,

creating purchase and mission orders, requesting invoices, writing ad-hoc reports or deliverables, attending internal and external project meetings.

- Facilitate and streamline team and project operations, arranging proper start and closure actions across projects, ensuring appropriate information management within the team across projects, clarifying internally and externally implementation framework issues/questions (e.g. IPR, data protection, financial issues, processes).
- Provide day-to-day guidance and support with regards to processes/procedures to individual team members or project partners and subcontractors, in dialogue with EUN's Project Support and Finance Teams.
- Internal communication: As general support to the department and the Head of Digital Citizenship, handle interdepartmental requests, submit continuous improvement and harmonisation proposals within EUN, and undertake coordination actions (e.g. plan team meetings and brainstorm, circulate relevant information, collect training needs) and administrative tasks (e.g. taking minutes, create team calendars).
- Support in HR proceedings: Help to prepare the publication of new vacancies in the team, monitor applications and plan interviews, while carrying out other tasks linked to human resource cycles such as onboarding and induction.

Profile and skills

- A minimum of three years of working experience in a similar function, with a particular focus on financial, contractual and administrative matters.
- A bachelor's degree preferably in management/business administration, law or in social sciences/education/applied economics or similar.
- Proficiency in IT tools, in particular Microsoft tools (e.g. Excel, Word, SharePoint, Teams, Outlook), and familiarity with Enterprise Resource Planning (ERP) systems.
- Excellent written and spoken English; additional languages would be an asset.
- Motivation to take over a role focused on project support, administrative duties and compliance.
- Background in EU-funded programmes and projects, as well as data protection is preferred. The candidate should in any case demonstrate a willingness to learn and grow in these particular areas.
- An interest in or affinity with topics such as digital skills, digital literacy, online safety, digital citizenship is a plus. However, prior knowledge in these areas is not a requirement and the focus of this profile will not be on content.
- Autonomous, with a structured approach and good prioritising skills in order to deal with requests coming from a variety of internal and external stakeholders.

- A team player with strong interpersonal and cross-cultural communication skills to succeed in an international environment.
- Flexibility and diplomatic skills to liaise with a network composed of EU institutions, public entities, and industry partners.

Useful information

- **Duration of contract:** Full-time position. One year contract (with possibility of renewal) starting as soon as possible.
- **Deadline for applications:** Until the position is filled. Interviews will be organised as soon as possible **on a rolling basis** either in Brussels or at distance.
- **Benefits:** Salary in line with experience and qualifications, meal vouchers, travel expenses support, corporate DKV hospitalisation insurance.
- **Location:** European Schoolnet, Rue de Treves, 61, Brussels, Belgium.
- Applicants must be EU citizens or possess a valid work permit for Belgium.
- Due to the volume of applications, only pre-selected candidates will be notified.

How to apply

Please send your **CV** and **motivation letter in English**, as **one single file** to jobs@eun.org with hans.martens@eun.org in copy. The motivation letter should show how your background and interests fit the tasks planned for this position.

- Any additional information you wish to send should please be incorporated into the single file rather than in the main body of your email. Thank you!
- The file should please be named: **LASTNAME FirstName – DC-SuppOff-2023**.
- Make sure to include the *Vacancy Reference* in the subject of the email (Ref: DC-SuppOff-2023).

About European Schoolnet

[European Schoolnet](#) is a network of over 30 European Ministries of Education, based in Brussels. As a non-profit organisation, we aim to bring innovation in teaching and learning to our key stakeholders: Ministries of Education, schools, teachers, researchers, and industry partners. Since its founding in 1997, European Schoolnet has used its links with education ministries 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.

About the Digital Citizenship Department

Digital skills and literacies enable children and young people to become active, critical and creative digital citizens. With a team of 20+ members, the Digital Citizenship Department's key areas of focus include online safety and responsibility, media and digital literacy, digital skills for jobs and life, as well as coding and computational thinking. The Digital Citizenship Department manages projects and activities on behalf of actors such as the European Commission and industry.



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