

## **ANNEX 1**

### **Seconded National Expert (SNE) at the General Secretariat of the Council of the European Union**

#### **SMART Digital Solutions Directorate - Customer Services Unit**

*Customer Relationship Coordinator*

*SMART.1.A.001*

*Ref.: END/5/2020*

*(1 post, 316273)*

#### **Job description**

##### **A. Main tasks and responsibilities**

Working at the General Secretariat of the Council in Brussels, under the authority of the Head of Unit, Customer Services in the Digital Solutions Directorate (SMART), the SNE will join the Customer Relations Management (CRM) team which is responsible for ensuring optimal customer relationships between SMART and its customers: the Secretariat, Member States' delegations and the Presidency.

The expert will be called upon to:

##### **a) Prepare a catalogue of current digital services for Delegates and Presidency**

The SNE will collate information on all existing digital services and tools, i.e. the Delegates Portal, Extranet-R website, PPI, Conference App, library digital services etc. in a service catalogue for delegates.

##### **b) Engage directly with Permanent Representations**

Learning how the existing digital tools fit into the day-to-day work of delegates is critical for developing customer relations. The SNE will work with key stakeholders in the Permanent Representations and capitals to discuss the service catalogue and new initiatives.

**c) Assist in finding new innovations to assist Delegates and Staff**

The SNE will examine the market and source software which could be easily deployed to assist delegates and GSC staff as part of digital transformation

**f) Work with Delegations and Presidency teams to deliver the Information and Knowledge Management (IKM) Programme**

In addition to finding short term market based tools to assist Delegates and the Presidency, the SNE will be involved in testing new developments with Presidency officials as part of the delivery of new a new unified Presidency Platform in 2022.

**g) Organise seminars/workshops/training on tools in development**

The SNE will be involved in user-engagement with end users both internal and external with a view to improving service provision, support and the customer experience when using digital tools provided by the GSC.

**B. Qualifications and experience required**

- A level of education which corresponds to completed university studies of at least three years attested to by a diploma, or equivalent vocational training attested to by a diploma or a certificate issued by an institute for advanced studies in a relevant field.
- Professional experience of at least five years working in public administration with a strong project management dimension and customer service dimension.
- Experience / knowledge of the workings of the EU. It would be an advantage had the candidate worked as part of a Presidency team in the EU.
- Experience of attending EU meetings as a delegate and familiarity with the current IT tools for delegates.

**C. Skills and abilities required**

- Excellent (oral and written) communication skills.
- Good project management and organisational skills.
- Ability to work on own initiative and prioritise tasks.

- Have good analytical skills and problem solving skills.
- Have a good working knowledge in the use of modern IT and office applications.
- Excellent interpersonal communication and experience of managing different stakeholders.
- Ability to work harmoniously and productively with people of different national, cultural and personal backgrounds.
- A thorough knowledge of one Community language and a satisfactory knowledge of a second language, for the performance of the duties concerned; in practice, in the interests of the department, fully fluent written and spoken English is required and French is an asset.

#### **D. General conditions**

- Be a national of one of the Member States of the European Union and enjoy full rights as a citizen.
- Have fulfilled any obligations imposed by the laws concerning military service.

The General Secretariat of the Council applies an equal opportunities policy.

For more information relating to the selection procedure, please contact Ms Nicola Murphy ([nicola.murphy@consilium.europa.eu](mailto:nicola.murphy@consilium.europa.eu))