EUROPEAN COMMISSION
Job Description Form

Job description version3 (Approved)
Job description version326294 in INTPA.R.5
Valid from01/09/2022 until

Job Holder

Name

Job Profile

Position
CONTRACT AGENT FGIV

Job title
Programme Manager - User engagement and user guidance

Domains

Generic domain
INTERNATIONAL COOPERATION and DEVELOPMENT

Intermediate domain

Specific domain

Sensitive job
No

Overall purpose
In general, to contribute to the consistent and effective roll-out of the components of the OPSYS ecosystem (IT-supported business transformation programme) with a view to increasing effectiveness, productivity, knowledge management, collaboration and transparency across the EU external relations family.
More specifically, to ensure the smooth adoption of the components of the OPSYS ecosystem by users across the business processes of the Relex family and to channel their feedback towards the Business Managers and the IT Programme Managers.

Legal disclaimer
Functions and duties

+ INFORMATION and COMMUNICATION TECHNOLOGIES
  • Engage with different categories of users in the areas covered by the OPSYS Programme.
  • Reply to user demands and queries in close cooperation with business management teams.
  • Support teams in adopting knowledge and workflows in their business processes
  • Contribute to the training delivery activities
  • Provide guidance to users in order to facilitate the effective use of OPSYS in their daily work.
  • Prepare and disseminate guidance material

+ PROGRAM / PROCESS / PROJECT MANAGEMENT
  • Contribute to the planning and follow-up of Change Management activities in the framework of the OPSYS Programme
  • Analyse the results of Change Management activities and propose improvements
  • Measure the productivity and impact of the coaching activities of the change management team
  • Contribute to networking with Business Managers, IT Programme Managers, user groups and other stakeholders

Job requirements

Experience

+ INTERNATIONAL COOPERATION and DEVELOPMENT
  Job-Related experience: at least 3 years
  Qualifier: an advantage
  Project cycle management in the field of development assistance.

Languages

<table>
<thead>
<tr>
<th>Language</th>
<th>Listening</th>
<th>Reading</th>
<th>Spoken interaction</th>
<th>Spoken production</th>
<th>Writing</th>
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<td>English</td>
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</tbody>
</table>

Knowledge

• KNOWLEDGE MANAGEMENT & ECONOMY
  □ KNOWLEDGE MANAGEMENT and SHARING
  □ Knowledge assessment
• EVALUATION and QUALITY MANAGEMENT
  □ EVALUATION
    □ Monitoring principles and techniques
• PROGRAM / PROCESS / PROJECT MANAGEMENT
  □ PROJECT MANAGEMENT
    □ Project monitoring methods and techniques
• WORK/POLICY MANAGEMENT and COORDINATION (high level)
  □ CHANGE MANAGEMENT
    □ Change management in planning and organisation
• INTERNAL MANAGEMENT and COORDINATION (DG/Service/Company)
  □ HORIZONTAL COORDINATION
**Competences**

- **Analysing and Problem Solving**
  - Ability to conceptualise problems, identify and implement solutions
- **Communicating**
  - Ability to understand and be understood
- **Delivering Quality and Results**
  - Ability to identify user’s needs
  - Ability to work in a proactive and autonomous way
  - Quality & process management abilities
- **Learning and Development**
  - Flexibility (openness towards new demands, etc.)
- **Prioritising and Organising**
  - Capacity to deliver in a structured way
- **Working with Others**
  - Ability to work in a team
  - Knowledge sharing

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**Job Environment**

**Organisational entity**

**Presentation of the entity:**

**Job related issues**

- [ ] Atypical working hours
- [ ] Specialised Job

**Missions**

- [ ] Frequent, i.e. 2 or more missions / month
- [ ] Long duration, i.e. missions lasting more than a week

**Comments:**

**Workplace, health & safety related issues**

- [ ] Noisy environment
- [ ] Physical effort / materials handling
- [ ] Work with chemicals / biological materials
- [ ] Radioprotection area
- [ ] Use of personal protective equipment
- [ ] Other

**Comments:**

**Other**

**Comments:**