

INTERNATIONAL RELATIONS MANAGER	
Location	Amsterdam
Reports to	Head of International Relations
Hours	Full time
Contract	Fixed

Purpose and Context

Reporting to the Head of International Relations, the holder of this role is a member of the International Relations Team and is located in Amsterdam in the Netherlands.

GÉANT is a Pan-European membership organisation that works on behalf of its national research and education (R&E) networking partners. The International Relations Team supports GÉANT's relationships with R&E Networks outside Europe and is also responsible for the delivery of EU-funded projects that support the development of regional networks in other world regions.

This role oversees the planning and implementation of GÉANT's International Relations activities within the EU-funded GÉANT (GN-X) project. The role manages relations with assigned international partners, focusing on longer-term strategic planning and objectives, as well as day-to-day service implementations. The role also coordinates service collaboration activities with partners in other world regions.

Supervisory responsibilities:

No formal supervisory responsibilities, but the role may include mentoring to colleagues at GÉANT and at partner regional networking organisations in other world regions.

Role Accountabilities

- Lead the GÉANT project international relations activities, including planning and coordination, as well as contributing to the work along with colleagues at GÉANT and European NRENS, ensuring on-time delivery of objectives and deliverables.
- Manage relations and act as a single point of contact for assigned International R&E Networks (RENS) outside Europe.
- Plan and coordinate service collaboration activities with International REN partners, GÉANT service teams and IR colleagues across the fields of trust and identity, security, cloud and collaboration tools and services, and promotion of international participation in GÉANT Community activities.
- Support network planning, procurement activities and connectivity deployments for world regions under your responsibility, in collaboration with the GÉANT Procurement and Operations teams and regional project partners.

- Working with Communications Officers on the timely sharing of project relevant news to partners and stakeholders.
- Support GÉANT Operations and other GÉANT teams to ensure the effective management of service deployments and day-to-day operational issues for assigned international partners.
- Coordinate activities to ensure GÉANT's stakeholders are informed of GÉANT's International Relations activities and developments in other world regions which are tracked by the International Relations team.
- Involvement in such other International Relations work as may be required.
- Other duties as may reasonably be required.

Business Travel

Regular business travel will be required in this role (approximately 6 to 8 trips per year). Travel will be within Europe and to other world regions.

Experience, Knowledge and Skills

- Fluency (spoken and written) in English and Spanish is required, including the ability to write well-structured reports in English for the EC and other stakeholders.
- . A good knowledge of Portuguese is also welcome but not required.
- Extensive experience of working in a partnership management role that has ideally been gained in a professional international environment preferably involving government bodies / research institutes / the European Commission / not-for-profit organisations or other public-private partnerships.
- Proven experience of managing, advising and influencing stakeholders at all levels, including senior management and director level.
- Proven experience of establishing, developing and nurturing a large network of professional stakeholder relationships in order to achieve shared objectives.
- Experience of working in a complex multi-stakeholder environment preferably involving international links.
- A proven track record of successfully mediating issues and translating requirements between various stakeholders and develop a common understanding.
- Good knowledge and understanding of requirement-gathering and data analysis to draw conclusions and make recommendations for action.
- Experience in creating effective material tailored to a specific target audience, both internal and external.
- Proven track record of successfully producing detailed and accurate work to deadlines, prioritising as necessary.
- Educated to at least degree level, or equivalent professional experience.
- Good understanding of and/or interested in the European political environment.
- Ideally experience of working in a technical environment and understanding or ability to understand technical services, e.g. Networking, Security, Trust and Identity and Cloud services.
- Astute cultural awareness and a deep appreciation of diversity.

Preferred:

- Has lived and worked in another country.

Core Competencies and Management Competencies

The core competencies set out below apply to all employees with GÉANT.

<p>PROBLEM-SOLVING AND DECISION-MAKING: The ability to work with information of different kinds and draw on different types of thinking processes in order to carry out tasks and activities, respond appropriately to issues, develop solutions to problems and make appropriate decisions.</p>
<p>CUSTOMER FOCUS: The desire to meet the needs of internal and external customers; focusing efforts on discovering and satisfying their needs.</p>
<p>SELF MOTIVATION AND COMMITMENT TO RESULTS: The willingness to take responsibility for your own area of work (within a team) and the drive and tenacity to overcome difficulties and see things through to successful completion, on time.</p>
<p>INNOVATION AND IMPROVEMENT: Noticing and seeking out where there are problems or opportunities; proposing creative new ideas and showing the initiative to take action when appropriate.</p>
<p>TEAMWORK: Working cooperatively and effectively with others as part of an immediate team and across the organisation and wider community, to achieve shared goals.</p>
<p>COMMUNICATION AND INFLUENCE: The ability to convey information effectively, getting people to go along with you, but also to understand things from others' perspectives and resolve conflicting viewpoints.</p>
<p>FLEXIBILITY: Maintaining effectiveness in different situations; the willingness and ability to learn, adapt and change in the light of changing circumstances.</p>
<p>PLANNING AND ORGANISING: Identifying what needs to be done to achieve objectives and establishing plans and organising resources to ensure effective outcomes (where appropriate in accordance with GÉANT project/product management frameworks).</p>