

ICMPD Job Profile

European Gateway Support Office Coordinator (Public Institutions and Private Sector Engagement)¹

Functional Overview

Within the Directorate for Migration Dialogues and Cooperation (MDC), specifically the Regional Office Silk Routes, the European Gateway Support Office Coordinator, based in Brussels, ensures the coordinated implementation and operational management of the European Gateway Support Office portfolio and engagement with institutional and private sector stakeholders, at the EU and EU Member States level. This position forms an integral part of the Project Implementation Team for the *European Legal Gateway Office Pilot in India* project - an initiative that presents a coordinated instrument to attract and facilitate the mobility of Indian ICT professionals, students and researchers to the EU with the potential for future expansion to other sectors and partner countries.

The project is funded by the European Commission through the Migration Partnership Facility (MPF). Implemented by ICMPD, the MPF promotes dialogue and practical cooperation on migration and mobility between EU Member States and priority partner countries. The EU Support Office is a Brussels-based component of the European Legal Gateway Office Pilot in India that provides the institutional bridge between the current pilot's operations in India and its wider operational and policy context in the EU, securing alignment with EU policies and facilitating Member State and private sector coordination in partnership with the India Office.

The European Gateway Support Office Coordinator is responsible for the direction, coordination, implementation, monitoring and completion of the above-mentioned component of the project and the management of project team under their assigned responsibility, while remaining aligned with the strategy, goals, regulatory framework, standard administrative practices and operating procedures of ICMPD and with partner and donor agreements.

The European Gateway Support Office Coordinator reports to the Head of the Silk Routes Region and operates under the thematic oversight of the MPF Labour Mobility Programme Specialist, while working in close collaboration with the Legal Gateway Office Project Manager and project implementation team in India. The incumbent liaises closely with EU and Member States authorities, employers, educational institutions and other relevant stakeholders to analyse the needs of the beneficiaries and gather deeper understanding of their requirements and translate them into the daily organisation of the activities of the European Legal Gateway Office in India Project. This includes networking with all relevant stakeholders and promotion of the services offered by the India Legal Gateway Office, and related activities.

The incumbent coordinates the work of the Brussels-based EU Support Office team and secure alignment with the Legal Gateway Office in India and Regional Office Silk Routes management and work collaboratively with other ICMPD teams and units to ensure institutional alignment, with important functional ties to the MPF

¹ This profile is classified at IP3.

team. Coherence between India-based operations and back-office functions is maintained through regular coordination with the Project Office in India and relevant ICMPD units, which falls under the responsibilities of the incumbent.

Key Results

Project Cycle Management: EU-level project activities and office operations in Brussels are planned, coordinated, and delivered in line with approved workplans, budgets, donor agreements, and ICMPD rules and procedures. In collaboration with relevant stakeholders, project plans, scope, objectives and budget effectively are determined and developed, ensuring resource availability and technical expertise allocation. Milestones are developed to track progress and manage any changes in project scope, schedule and costs. Quality standards are determined to ensure the quality level of the project. Risks effectively identified and analysed. Project performance tools developed and regularly measured using appropriate techniques. Project and donor reporting is accurately drafted and delivered in a timely manner.

Stakeholder Management: Key EU and Member State stakeholders are systematically mapped, engaged, and coordinated to support the effective implementation of ICMPD activities in India. Working-level relationships are established and maintained with Member State authorities, private sector businesses and associations, educational institutions and other relevant counterparts to ensure engagement, structured dialogue, timely follow-up, and operational cooperation.

The incumbent represents the European Legal Gateway Office in technical and operational fora in the EU, contributing to the visibility and positioning of the European Legal Gateway Office in the EU Member States and private sector fora, in line with approved mandates and activities. Outreach, advocacy, and stakeholder engagement activities are coordinated and supported through the use of tailored materials to strengthen partnerships and enhance institutional visibility. Oversight is provided to outreach activities involving skilling bodies, academia, technology hubs, and other partners to ensure alignment with approved objectives, workplans, and available resources. Clear and coherent communication with stakeholders is maintained to ensure a shared understanding of priorities and results.

Regular liaison and close cooperation with the India-based European Legal Gateway Office team is maintained to support coherence, information exchange, and adjustment of the implementation strategy where required.

Project Team Management: Project team knowledge base is developed, ensuring the project benefit from the right knowledge, experience, and skills sets and that team members are committed to the goals of the project. Project team(s) effectively motivated and mentored to ensure the highest quality project deliverables. Evaluation of the performance of project team(s), experts, consultants and service providers regularly and systematically undertaken in accordance with ICMPD's performance management procedures.

Project Development and Resource Mobilisation: Substantive input is provided to the design of project and to portfolio through effective engagement with relevant stakeholders that support the achievement of objectives. As appropriate, resource mobilisation activities are initiated and proposals are developed.

Required Expertise

- Ability to effectively manage projects and project teams in an international context.
- Analytical thinking and ability to conceive and integrate new approaches or innovations to ensure the effective implementation of projects.
- Ability to conceptualise and implement research (mappings, needs assessments, analytical research, etc.) for operational purposes.

- Familiarity with monitoring, evaluation and learning tools for tracking progress toward results and documenting project/programme achievements.
- Demonstrated capability to successfully build and maintain networks or partnerships at EU and EU Member State levels.
- Demonstrated ability to collaborate in complex structures and navigate multiple teams and streams of work.
- Competence to operate in a fast-paced environment and to adjust to quickly changing requirements and priorities.

Qualifications, Experience and Language Skills

- Master's Degree related to the area of work.
- Minimum of 5 years of experience in the development and management of projects and project teams in the field of migration or a related field at the international level.
- At least 3 years of experience working with EU employers, private sector association or other business actors linked to skills, recruitment, labour market information systems, global mobility, or other related fields.
- At least 3 years' experience working closely with EU institutions, EU Member State governments and other public sector actors.
- Strong communication skills.
- Strong analytical, drafting and organisational skills.
- Good coordination and management skills.
- Proficiency in (verbal/written) English with French and/or German are essential, proficiency in any other European language is an asset.
- Proficiency in the use of standard IT tools is essential with experience in digital tool development being an asset.