

## ICMPD Job Profile

### Project Officer – Gateway Digital Tool<sup>1</sup> (Brussels)

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#### Functional Overview

Within the Project “European Legal Gateway Office Pilot in India” and directly reporting to the Gateway Support Office Coordinator in Brussels, the Project Officer supports the implementation and coordination of project activities, including stakeholder engagement, operational coordination and project reporting, in close collaboration with the project team in India.

Within this framework, the position also supports the development, operation and continuous improvement of the Gateway’s Digital Tool, ensuring that it effectively supports the project’s outreach and service delivery objectives. The role coordinates technical service providers, contributes to the maintenance and improvement of digital content and functionalities and supports integration of the Tool with relevant external systems used by potential beneficiaries and stakeholders.

#### Key Results

**Project Cycle Implementation:** Project activities supported across the full project cycle, including planning, coordination of operational activities, monitoring of work plans and tracking of deliverables and risks. Inputs to project reporting, budget monitoring and operational coordination systematically prepared to support the Gateway Support Office Coordinator and the wider project team. Project meetings, consultations, workshops and other activities organised and coordinated in line with the project work plan. Operational support provided to project activities involving EU Member States, institutions, private sector partners and other stakeholders. Project documentation, briefing notes and background materials prepared to support coordination and communication with project stakeholders.

**Digital Tool Operations and Content Management:** The Gateway Digital Tool maintained and updated to ensure functionality, reliability and alignment with project objectives. Platform components, including resource libraries, user interfaces, subscription systems and feedback mechanisms, maintained to ensure usability and structured content management. Coordination maintained with the project team in India and relevant partners to ensure that accurate and up-to-date information is made available through the Digital Tool. User engagement data and system feedback compiled to support monitoring, reporting, and continuous improvement.

**Digital Integration and Technical Coordination:** Technical coordination undertaken with external service providers and relevant stakeholders to support the development and maintenance of the Gateway Digital Tool. Inputs compiled to support the integration of the Tool with relevant employment, mobility and skills platforms used by potential beneficiaries, including systems such as EURAXESS, Erasmus+, EURES, the EU Talent Pool and relevant Indian employment and skills portals. Communication maintained with internal and external stakeholders to support alignment of

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<sup>1</sup> This project profile is classified at IP2.

technical requirements and facilitate the implementation of integration activities within the defined project scope.

**Support to Project Development:** In collaboration with the Gateway Support Office Coordinator and the project team in India, inputs provided to the identification and development of new project concepts and potential partnerships based on the review of platform usage, user feedback and lessons learned from the implementation of the digital platform.

### **Required Expertise**

- Capability to support implementation of activities across the full project cycle in an international context, including drafting and monitoring work plans, budgets and reporting.
- Strong organisational, communication and networking skills, including the ability to establish effective working relationships with project teams, stakeholders and external service providers.
- Ability to support the development, operation and maintenance of digital tools or online services within a project environment.
- Experience coordinating external technical service providers and monitoring delivery against agreed specifications, timelines and quality standards.
- Understanding of digital systems and user-oriented services, including basic principles of digital content management and platform functionality.
- Ability to support integration of digital tools with external platforms and services used by project stakeholders or beneficiaries.
- Strong analytical and drafting skills, including the preparation of reports, briefing notes and background materials.
- Knowledge of EU data protection principles and digital governance standards, including GDPR.

### **Qualifications, Experience and Language Skills**

- Master's degree in international relations, public policy, migration studies, information technology, information systems, computer science, or a related field.
- Minimum of 3 years of relevant professional experience in project implementation in an international or donor-funded context, including coordination of operational activities, reporting and stakeholder engagement.
- Experience working with external IT or digital service providers.
- Proficiency in (verbal/written) English. Knowledge of another EU language is an asset.
- Proficiency in standard IT tools and specific skills in digital content systems, software and platforms.