



European Committee  
of the Regions

Human Resources and Finance

## VACANCY NOTICE

### IT Business Relationship Manager

Reference number: COR/AD5-AD12/7 BIS/25

Directorate	Directorate for Innovation and Information Technology
Unit	Digital Solutions
Vacancy	AD5-AD12
Type of post	ADMINISTRATOR Publication under Article 29(1)(a), (b) and (c) of the Staff Regulations
Date of publication	30/01/2025
Deadline	13/02/2025 at noon (Brussels time)

## 1. Your job and responsibilities

Interested in connecting business operations with IT technology by facilitating and managing interactions between the two? Do you like having contact with a variety of stakeholders? Like to help your colleagues ensuring that business needs are effectively communicated to and satisfied by the Directorate for Innovation and Information Technology (DIIT)?

As an IT Business Relationship Manager in the Digital Solutions unit, you are responsible for ensuring that IT services are aligned effectively with business needs and objectives. You will be instrumental in driving the relevance of our IT portfolio while also taking charge of the demand management of needs for our existing and new products. The ideal candidate will blend strategic digital transformation thinking with effective communication to enhance the business value of our product offerings, ensure the satisfaction of the business and ultimately help the organisation accomplish its goals. Other responsibilities are:

1. Building Partnerships:
  - Acquire and maintain a deep understanding of the business. Collaborate with business leaders to understand their goals, challenges, and strategies;
  - Build strong trust-based relationships between the Directorate and its stakeholders by consistent engagement, understanding partner perspectives, and proactively addressing their concerns;
  - Serve as the primary point of contact for internal teams and external partners regarding information relevant for the Digital Business Transformation.

2. Driving Value:
  - Create (or clean) pathways of communication to ensure that teams are not only aligned but converged around the shared objective and strategy of the entire organisation;
  - Discover opportunities and shape demand for the Directorate's services and products to increase organisational value;
  - Capture and understand digital needs, co-formulate actionable requirements with the business, and align strategies;
  - Ensure mutual understanding and align business goals/outcomes with technical solutions/IT outputs;
  - Gather, analyse, and respond to feedback from stakeholders concerning product usability and functionality;
  - Collaborate with and involve development teams to translate complex business needs into technological solutions, fostering co-ownership of the products;
  - Maintain a technological understanding to evaluate the viability of proposed solutions and navigate architectural and systemic constraints.
  
3. Communication:
  - Facilitate clear communication, ensuring that business needs are effectively communicated to the Directorate and that digital solutions are understood and accepted by the business.
  - Define, gather, report and analyse metrics and measurements.

## **2. Who are we? What are the challenges for us ahead?**

The Digital Solutions Unit operates within the Directorate for Innovation and Information Technology, one of the Joint Services supporting both the European Economic and Social Committee (EESC) and the European Committee of the Regions (CoR). Rolling out our digital strategy, we are on an inspiring transformative journey that propels us toward a more advanced and digitally mature state.

Our Unit is structured into four dynamic sectors: Business Solutions, Shared Solutions, Architecture and Standards, and Business Relations and Analytics. Together, we are a vibrant team of 17 officials and approximately 40 consultants.

The post to be filled is in the Business Relations and Analytics sector, which is made up of three administrators (including the head of sector) and around 8 consultants. The main task of the sector is to manage business relations, shape demand management and operate data platforms.

In recent years, we have transformed our working methods to emphasize reuse, knowledge sharing, and continuous improvement. By anchoring our efforts around business-value-driven projects, we are aiming to build a cohesive product ecosystem: an integrated suite of secure tools designed to streamline operations, enhance business processes, and deliver an exceptional user experience.

Our mission is bolstered by strong collaboration across our sectors and units within the directorate. Together, we aim to deliver secure, fit-for-purpose, data-driven, and process-oriented solutions that

empower our users to work effectively and efficiently. Through our work, we advance the missions of both Committees, driving innovation and excellence in support of their shared objectives.

### **3. Are you the talent we are looking for?**

#### **3.1 GENERAL ABILITIES AND CAPACITIES REQUIRED**

- Think with a critical spirit, analyse and solve problems pragmatically.
- Assess critically credibility and reliability of sources, data and information and use relevant digital tools to carry out the duties.
- Organise own work, demonstrate responsibility, identify priorities, take appropriate decisions and deliver results.
- Adapt to an evolving working environment, demonstrate commitment and adopt constructive attitude at all times. Remain effective and flexible even during period of heavy activity.
- Take initiative to achieve individual and shared objectives, demonstrate ownership and work autonomously.
- Learn and professionally develop to continuously enhance job performance and knowledge of the organisation and working environment.
- Work together with others in a constructive way by contributing to diverse and inclusive working environment. Demonstrate respect and courtesy at all times.
- Convey information and relevant opinions clearly and concisely both orally and in writing, facilitate interaction and engage effectively with others. Treat confidential or sensitive information accordingly.

#### **3.2 JOB-SPECIFIC REQUIREMENTS**

- You possess a strong technological background, enabling you to understand the solution portfolio, assess and prioritize business needs while considering technical constraints and opportunities.
- You have proven expertise in IT Project Management and Product Management, with a track record of delivering successful outcomes.
- You have experience with Service Level Management, monitoring and evaluating the performance of services against agreed targets.
- You know Committees' policies and regulations pertaining to IT (GDPR, AI Act, Cybersecurity regulation, ...) and know how to evaluate compliance with these.
- You have a thorough knowledge of one of the official languages of the European Union and a satisfactory knowledge of another of the EU's official languages. For functional reasons, a high level of English is required and a good level of French is desirable.

#### **3.3 ASSETS**

- You have deep insights into the political mission of the Committees and a strong understanding of their underlying political and administrative processes.

### **4. What we offer**

- A European institution on a human scale at the heart of the European quarter and easily accessible.
- Flexible working hours and teleworking opportunities subject to the needs of the service.
- An active talent management policy focusing on continuous development and training and a policy to encourage internal mobility.
- A friendly and dynamic working environment in which self-motivation, initiative and team spirit are valued.
- An institution that promotes equal opportunities, diversity and non-discrimination to help nurture a respectful and inclusive working environment and that is actively engaged in the consultation process prior to the adoption of EU legislation. Our dedication to inclusivity is also reflected in our efforts to enhance the accessibility of our vacancy notices, including the layout of the current vacancy and its annex (left alignment, increased spacing and font size etc.). By improving their readability, we strive to make these documents accessible to all, including individuals with disabilities.
- An EMAS-certified institution that is continuously looking to improve its environmental performance.

## 5. Are you interested in this challenge?

If you have the skills we are looking for and think you fit the profile above, please apply using the [online application form](#) before 13/02/2025 at noon.

Please remember to read carefully the appendix to this vacancy announcement to learn relevant details about this selection procedure.

The Secretary-General  
Petr Blížkovský

The [European Committee of the Regions](#) (CoR) is the political assembly which allows the views of regional and local authorities to be heard when European Union policies are being devised and legislation drafted. It is an advisory body which was created in 1994. Its consultative role allows its 329 members, and through them the regional and local authorities they represent, to take part in the EU decision-making process.