



European Committee
of the Regions

Human Resources and Finance

CALL FOR EXPRESSION OF INTEREST Contract staff member working on Business Relationship Management

Reference number:	COR/AC/FGIV/04/2025
Directorate	Innovation and Information Technology
Unit	Digital Solutions
Type of position	Contract staff FGIV
Period	2 years, starting from 01 June 2025 until 31 May 2027
Application	Online application form
Date of publication	20 March 2025
Deadline	10 April 2025 at noon (Brussels time)

Please note: the successful completion of [EPSO CAST FGIV](#) is required

1. Your job and responsibilities

Interested in connecting business operations with Digital 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?

As a Business Relationship Manager in the Digital Solutions unit, you are responsible for ensuring that Digital services are aligned effectively with business needs and objectives. You will be instrumental in driving the relevance of our Digital 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.

- Building 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:

- Creating (or cleaning) pathways of communication to ensure that teams are not only aligned but converged around the shared objective and strategy of the entire organisation.
- Discovering opportunities and shaping 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.

You are part of the dynamic team of the Business Relations and Analytics sector, which consists of three administrators (including the head of sector) and around 8 consultants.

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

The Digital Solutions unit operates within the Directorate for Innovation and Information Technology (DIIT), 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.

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 always adopt constructive attitude. 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. Always demonstrate respect and courtesy.
- 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 have passed [EPSO CAST FGIV](#)¹
- You excel in communication, with the ability to effectively engage and collaborate with diverse stakeholders at all levels.
- You have deep insights into the political mission of the Committees and a strong understanding of their underlying political and administrative processes.

¹ For more information please consult the [website EU Careers](#).

- 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 can effectively handle business conflicts and negotiate solutions.
- 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 Committee policies and regulations pertaining to IT (GDPR, AI Act, Cybersecurity regulation, ...) and know how to evaluate compliance with them.
- 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 thorough knowledge of English is required; a satisfactory knowledge of the French language would be an asset.

Please note that candidates must meet the eligibility criteria specified in [art. 82\(3\) of the Conditions of Employment of Other Servants](#).

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 10/04/2025 at noon**.

Please note:

- the successful completion of [EPSO CAST FGIV](#) is required to be eligible for this selection procedure.

- only candidates preselected by the selection panel for an interview will be contacted. If you have not been contacted within six weeks following the application deadline of the vacancy notice, please consider your application unsuccessful.

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.