

EIT Innovation Communities are designed as pan-European partnerships that bring together business, research centres and universities with the aim to tackle major societal challenges in areas with high innovation potential. To find out more, please visit www.eit.europa.eu

The European Institute of Innovation and Technology (EIT) recently launched the building of the Innovation Community Manufacturing. EIT Manufacturing's mission is to bring European manufacturing actors together in innovation ecosystems that add unique value to European products, processes, services – and inspire the creation of globally competitive and sustainable manufacturing. www.eitmanufacturing.eu

EIT Manufacturing now invites applications for the position of

Community Engagement Manager – EIT Manufacturing Headquarters

Full time position

About the position

The Community Engagement Manager will be a core member of the team running [AGORA](#), EIT Manufacturing's social network and open innovation platform launched in 2021, with a specific mission to develop, implement and manage strategies and activities that improve user experience, engagement, retention and satisfaction. This mission links directly to our vision of creating a vibrant, active community where members – European manufacturing professionals and postgraduate students – feel confident and find value in connecting, sharing and discussing among each other. This is a new position in our small but growing AGORA team, and you will be expected to support the team's wider objectives and development plans, including as part of the broader Innovation and EIT Manufacturing team.

Key accountabilities:

- Develop, implement and monitor cohesive community management and engagement strategies that support user experience, engagement, retention and satisfaction
- Act as key contact point on community engagement matters to colleagues, other AGORA users and relevant stakeholders with a key aim of encouraging and enabling community members to post more often and pro-actively
- Create and provide guidance, training and support to new and existing sphere administrators on building and improving community management, engagement and experience
- Implement day-to-day content and editorial planning for two centrally managed groups and monitor and moderate community content and activities, ensuring adherence to T&Cs
- Support broader activities of AGORA team including member request management, user analytics, communications, commercialisation and technological development, as well as contributing to preparation and organisation of AGORA Steering Committee meetings
- Support EIT Manufacturing strategy by taking an active role in collaborating with all EIT Manufacturing team functions and regions to promote AGORA, its uses and adoption

Qualifications and skills:

- Proven experience in community management and engagement (at least 2-5 years)
- Digital communication and content creation skills; design skills a plus
- Outstanding interpersonal communication and advocacy skills orally and in writing
- A 'people-person': curious, collaborative, active listener, culturally aware
- Excellent command of the English language; additional European languages a plus
- Proactive, trustworthy and able to take initiative, working both independently and in a team

- Highly organised, analytical, service-oriented and capable of multi-tasking
- Good command of software tools such as MS Office, especially Power Point and Excel, with ability to quickly learn new ones
- Knowledge of the manufacturing industry and open innovation platforms a plus

We offer:

- A start-up mindset within a unique public-private partnership
- A friendly atmosphere within a dynamic, multicultural team
- Flexible working hours and working from home opportunities
- Our working language is English

Location

The role location is in France (Paris headquarters with remote opportunity)

Reporting

The Community Engagement Manager will report to the Senior Manager, Community & Platforms.

Equal opportunities

EIT Manufacturing applies a policy of equal opportunities and accepts applications without discrimination on any grounds.

Protection of personal data

Candidates' personal data are processed as required by Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016 on the protection of natural persons with regard to the processing of personal data and on the free movement of such data, and repealing Directive 95/46/EC (General Data Protection Regulation). For more information, please check the privacy statement on recruitment available at: [Privacy Notice](#).

Application

A complete application should be written in English and consist of (i) a full curriculum vitae, and (ii) a cover letter describing briefly how you meet the criteria outlined and your vision for the role. The application should be sent via e-mail to: hr.innov@eitmanufacturing.eu with the subject line 'Community Engagement Manager'. Please note that only complete applications will be evaluated.

Closing date is 20 August 2023. For further information, please contact hr.innov@eitmanufacturing.eu

Participate in this exciting journey and send us your application now!