

Internal Communication Officer

Job Req ID: 11924

Closing Date: 22 June 2021

Publication: Internal & External

Vacancy Type: Permanent

Date Posted: 25 May 2021

Vacancy in the Director General's Services.

ESA is an equal opportunity employer, committed to achieving diversity within the workforce and creating an inclusive working environment. For this purpose, we welcome applications from all qualified candidates irrespective of gender, sexual orientation, ethnicity, beliefs, age, disability or other characteristics. Applications from women are encouraged.

This post is classified A2-A4 on the Coordinated Organisations' salary scale.

Location

ESA Headquarters, Paris, France or ESTEC, Noordwijk, The Netherlands

Description

You report to the Head of the Internal Communications Office of the ESA Communications Department. You are responsible for executing and monitoring Internal Communications activities across the Agency, with the objective of building engagement of the workforce and fostering a collaborative, transparent and engaging work environment. This function will be carried out in close cooperation with all Directorates, in particular the Directorate of Internal Services (HIF), including the IT, Facility Management and HR Departments.

Duties

- contribute to the establishment and implementation of the Internal Communications Strategy, as part of ESA's Communication Strategy set forth in the yearly ESA Communication Plan and support the establishment of the yearly Internal Communications Plan;
- act as Communication Programme Officer for Internal Services to ensure that these communication interests are taken into account and implemented, and establish an information flow between corporate services, internal communications and ESA Director General Services; contribute to internal communication campaigns for specific projects initiated by other Directorates; manage ESA Intranet content and content of other internal online channels;
- develop and manage a variety of internal communication tools (events, online events, graphics, print, video, animations and promotional items) in strong collaboration with the Production and Management Support Division;
- monitor and evaluate the effectiveness of the implemented communication activities, reporting agreed Key Performance Indicators and taking continuous action to improve delivery and impact.

Technical competencies

State-of-the-art knowledge in area of responsibility at required level

Understanding of Member States' and relevant stakeholders' communication networks

Communication strategy and planning, campaign management

Knowledge and experience in internal communications in an international environment

Understanding of all media platforms

Behavioural competencies

Result Orientation
Operational Efficiency
Fostering Cooperation
Relationship Management
Continuous Improvement
Forward Thinking

Education

Applicants should have a Master's degree or equivalent qualification in communication or related fields, such as science communication, humanities, marketing, business management, engineering or similar.

Additional requirements

Significant experience in internal communications in an international environment is required. Knowledge of space science, space technology, space transportation and space engineering and operations as well as proven experience in communication strategy and planning, and campaign management delivering across all channels. Knowledge in communication on human resources topics is of advantage as well as web development, usability and analytics.

Other information

For behavioural competencies expected from ESA staff in general, please refer to the [ESA Competency Framework](#).

The working languages of the Agency are English and French. A good knowledge of one of these is required. Knowledge of another Member State language would be an asset. The Agency may require applicants to undergo selection tests.

At the Agency we value diversity and we welcome people with disabilities. Whenever possible, we seek to accommodate individuals with disabilities by providing the necessary support at the workplace. The Human Resources Department can also provide assistance during the recruitment process. If you would like to discuss this further please contact us at contact.human.resources@esa.int.

Please note that applications are only considered from nationals of one of the following States: Austria, Belgium, the Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Ireland, Italy, Luxembourg, the Netherlands, Norway, Poland, Portugal, Romania, Spain, Sweden, Switzerland, the United Kingdom and Canada, Latvia, Lithuania and Slovenia.

According to the ESA Convention the recruitment of staff must take into account an adequate distribution of posts among nationals of the ESA Member States. When short-listing for an interview, priority will first be given to internal candidates and secondly to external candidates from under-represented Member States.
(<https://esamultimedia.esa.int/docs/careers/NationalityTargets.pdf>)

In accordance with the European Space Agency's security procedures and as part of the selection process, successful candidates will be required to undergo basic screening before appointment.

Recruitment will normally be at the first grade in the band (A2); however, if the candidate selected has little or no experience, the position may be filled at A1 level.

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