Position Service Marketing and Community Outreach Officer

OPERAS is the Research Infrastructure supporting open scholarly communication in the social sciences and humanities (SSH) in the European Research Area. Its mission is to coordinate and federate resources in Europe to efficiently address the scholarly communication needs of European researchers in the field of SSH.

The European landscape of scholarly communication in the SSH is currently patchy, fragmented and not organized enough to be efficient, particularly to address the challenge of transitioning to Open Science. This is due to several factors, such as the small size of resource providers, and the variety of technical skills and resources across the community. The nature of the SSH disciplines also adds specific challenges which are not correctly addressed at scale, such as the diversity of publication languages, the entrenchment in diverse cultural backgrounds and the need for specific forms of scholarly communication (monographs, critical editions, and edited bibliographies, amongst others).

By fulfilling its mission, OPERAS provides the research community with the missing brick it needs to find, access, create, edit, disseminate, and easily and efficiently validate SSH outputs across Europe. In one word, OPERAS unlocks scholarly communication resources and enables the whole field to reinvent itself in the new Open Science paradigm.

The OPERAS AISBL was established in 2020 and we are now seeking to recruit a Service Marketing & Community Outreach Officer for this organisation.

Job Summary
The Service Marketing & Community Outreach Officer works closely with the Chief Technology Officer, the Partnership Coordinator, the Community Manager, and the Communication Manager, and is part of the OPERAS Coordination team.

The role of the Service Marketing and Community Outreach Officer combines service marketing strategies with community engagement and outreach initiatives. The primary objective is to promote the organization's services while actively engaging and connecting with the community.

Key Responsibilities
- Contribute to developing marketing strategies and campaigns to promote OPERAS services to the target audience.
- Implement marketing strategies related to OPERAS services.
- Conduct market research to identify the needs and preferences of the community.
- Create and implement community outreach programs and initiatives.
- Organise and participate in community events, workshops, and seminars.
- Coordinate with internal teams to ensure the delivery of quality services to the community.
- Develop and maintain relationships with existing users and community members.
- Monitor and evaluate the effectiveness of marketing and outreach efforts.
- Organise, attend and present at events and conferences to raise OPERAS visibility and influence in the European and international landscape.
- Contribute to the preparation and improvement of presentations and other promotional material for the different services, projects, and activities.
- Contribute to maintaining the IT Service Management system of OPERAS, especially the Customer Relationship Management process.
- Manage the relevant work packages, tasks and deliverables under the responsibility of OPERAS AISBL in European Commission-funded GraspOS, OPERAS-PLUS and Skills4EOSC projects.

GraspOS
The GraspOS project is about building an infrastructure for tools and services related to research evaluation in the Open Science framework. The Service Marketing and Community Outreach Officer will mainly support the development of the OPERAS pilot that focuses on research assessment practices for the SSH researchers.

OPERAS-PLUS
The OPERAS-PLUS project supports the development of the OPERAS AISBL towards its journey to become a European Research Infrastructure Consortium (ERIC). In this perspective, the Service Marketing and Community Outreach Officer will contribute to some tasks related to communication, dissemination, and impact of the project, as well as the OPERAS AISBL.

Skills4EOSC
The Skills4EOSC project is in charge of building Open Science training for scientists through the developments of competences centres. The main contribution will be in the stakeholder engagement task, establishing synergies with potential similar initiatives, and above all, to work on an advocacy kit for reaching out to funders and policy makers.

Relationships
- Weekly with the Partnership Coordinator and the Chief Technology Officer
- With OPERAS Communication Manager
- With OPERAS Community Manager
- With the OPERAS Secretary General and the Coordination Team (OCT) of the OPERAS AISBL.

Job Requirements
- Fluent in English
- Strong verbal, written, organisational, analytical, and interpersonal skills.
- Ability to organise events, workshops, and training activities.
- Good knowledge of the Open Science policy and practices.
- 3-5 years of experience in EU-funded projects.
- Strong problem-solving skills and analysis of organisational impact.
- Excellent people skills, with experience collaborating in a multi-disciplinary, diverse, and dynamic team.
- Demonstrated ability to manage multiple projects simultaneously.
- Self-motivated to learn new concepts and participate in new projects.
Offer
- This is a full-time position based in Brussels.
- Remote working and/or part-time opportunities can be considered.
- The position is offered for a temporary period of 27 months or, for employees working remotely, up to the legal maximum if shorter.
- Salary depends upon the experience of the successful candidate.

Equal opportunities
The OPERAS AISBL is committed to creating a diverse environment and is proud to be an equal opportunities employer. All qualified applicants will receive consideration for employment without regard to race, colour, religion, gender, gender identity or expression, sexual orientation, national origin, genetics, disability, age or veteran status.

Process and timescale (provisional)

| Closing date for applications | Open call |
| Interviews & Short-listing    | Upon reception for considered applicants |
| Final interviews (optional)   | - |
| Expected Starting Date        | 01-Oct-2023 |

Information to apply
Please send a cover letter and your CV to hr@operas-eu.org with the subject “Application for the Service Marketing & Community Outreach Officer position”
An assessment may be part of the selection process.
Only direct applications from candidates are taken into account. OPERAS AISBL does not appreciate any acquisition by third parties regarding this position. For additional information about this position, you may contact OPERAS’ Secretary-General at yannick.legre@operas-eu.org