

Terms of reference

Title of ToR: Junior Non-Key Experts Local EH Networks Assistant Tetovo

1. Reference persons

Reference persons for the mission are Project Manager Aneta Spirkoska, e-mail: aneta.spirkoska@gopa-pace.com and Project Director, Carlos Callejo, carlos.callejo@gopa-pace.com.

2. Reference documents

Terms of Reference of the Project and the Organisation and Methodology (O&M) of Business and Strategies in Europe (B&S Europe) consortium

3. Terms of Reference Relevance

The assignment will contribute to raise public awareness of and contribute to public support for the European Union and its actions and the EU accession process.

4. Assignment objective(s)

Based full-time in the local EHs s/he will be responsible for the smooth planning, organisation and running of all daily activities of the respective EH. S/he will be present during the local EH opening hours and will contribute towards the basic book-keeping of the overall EH running costs on monthly basis and contribute towards the financial reporting towards the EUD. S/he will keep track of the indicators and targets for communication activities at the level of local EH. Tasks range from: ensuring high visibility and interest in local EH services from individual and group visitors, speaking to them and inviting speakers, organisation of other optimal customer service including public queries (list not exhaustive). S/he shall act in coordination with the Skopje-based Networks Manager and provide the necessary input to EH Skopje Assistant.

5. Main Tasks/Activities

The **JUNIOR expert will** ensure smooth financial and administrative management of the respective EH, planning, organisation and running of all daily activities and coordination with EH Skopje Assistant.

6. Related Outputs

The Expert is expected to perform and not limited to the following tasks in coordination with the EH Skopje Assistant and Networks Manager:

- support proper financial and administrative management of EH;
- various routine and ad-hoc secretarial and administrative tasks on a daily basis;
- track and analyze number of visitors, inquiries, events and FAQ;
- prepare and maintain a Frequently Asked Questions and Answers database;
- maintain publications, databases and monitor stock levels;
- prepare and maintain contact lists (media, government, public figures, civil society organisations, educational institutions, private sector and other);
- ensure EH premises are tidy and clean, inviting for the visitors (incl. socially disabled), have access to utilities and drinking water.
- prepare and send invitations to activities participants, get confirmations for participation;
- support to all organizational aspects before and during the activities;
- assist in the activities implementation (regulation of information and promotional materials banners, different publications, etc.) and ensure that all visibility elements are included;
- prepare the list of participants for all activities;
- assist in the preparation of written documents, photos and videos taken during activities.

7. Timing and duration of mission/s

The selected expert shall be engaged full-time for a **minimum of 300 days** in the period **from March 2024 (indicative start) until 15 January 2026**.

8. Expert's profile

Qualifications and skills

- A Bachelor degree would be an asset
- Fluency in written and spoken English and Macedonian
- Fluency in written and spoken Albanian would be an asset;
- Fully computer literate;

General Professional experience

- Minimum 3 years' experience in business or office management;

Specific Professional experience

- Minimum 2 years of experience in office administration (assistance, archiving, recording) and basic financial management/bookkeeping;
- Working experience in EU funded projects would be an asset;
- Knowledge of the EU and the Practical Guide for EU External Actions would be an asset;
- Experience in working with different target groups and/or multipliers (civil societies, media, academia, government, business, other);
- Dynamic, motivated, highly committed, honest and demonstrating a willingness to work for long term.

10. Performance indicators

The indicators reflecting the expert's performance are: good planning and execution of the assignment, timely presentation of results and outputs, quality of documents and monthly reporting to be provided to the Team Leader and the Beneficiary.

11. Evaluation of work

Performance of the expert will be assessed by the Team Leader and Project Manager based on the monthly reporting from the expert.

12. Other arrangements

Liaise with Team Leader and the other experts when needed on all steps related to the accomplishment of the above mentioned tasks, to inform and receive approval on all implementation aspects as per Europe House internal rules and procedures.

In accordance with the standard operating procedure, the expert will accomplish and sign a monthly timesheet for approval and signature by the Team Leader and EUD, reflecting the actual number of workdays rendered, briefly indicating the place where, and the task for which, these were rendered.