

JOB DESCRIPTION

Job Title	Service Development Officer
Reports to	CEO
Job location	Brussels, Belgium (with frequent travels)
Contract Duration	One-year fixed (renewal dependent on results)

Who is ALDA+

ALDA+ has been for years one of the three main pillars of **ALDA, the European Association for Local Democracy** (www.alda-europe.eu), which is dedicated to the promotion of good governance and citizens' participation at a local level, by focusing on activities able to facilitate cooperation between local authorities and civil societies.

In 2017, ALDA+ was born as a **benefit corporation company**, based in Vicenza (Italy), under the exclusive property of ALDA.

Its main priorities, attention and commitment are dedicated to **provide specific services** to third parties such as local authorities, civil society organizations, educational institutions, business sector, etc. The combination of **ALDA's experience of decades of dedicated work**, skills and a wide network composed by more than 320 members in more than 40 countries, with the **new and innovative vision of ALDA+** creates a new entity able give continuity to a developing project of good governance in all its peculiarities.

Job Purpose

The purpose of this position is to provide leadership within ALDA+ for the **development of commercial services** (trainings, consultancies, technical assistance, etc.) and contracting bids (consultancies and full programme tenders). He/she will also be requested to cooperate, together with the CEO, to support the design of new and innovative services/programmes.

The post-holder will play a key role in **finding clients and managing related-relationships**, with different stakeholders such as companies, local authorities, civil society organizations, educational institutes, etc., particularly in Europe and in its neighbourhoods.

In addition, the post-holder will work in a **collaborative manner** - and in some cases autonomously – to **deliver the services** of ALDA+ on the basis of its competences and capacities.

As an officer position, he/she will report directly to the chief executive officer (CEO) and is primarily concerned with ensuring the integrated commercial success of the organisation. The role will require a combination of **strong technical knowledge** of the field of project development and management, capacity building, management and technical assistance, with **strong marketing and business development skills**.

Duties and Responsibilities

Development of commercial services

- Contribute to the setting and achieving of the commercial strategic objectives of the company and preparation of the business plans for the company

- Research, analyse and create a plan for engaging the target market
- Build relationships and strategic cooperation with different stakeholders/clients in order to establish ALDA+ as a credible service provider/partner
- Expand the customer base
- Support the CEO to design and submit proposals/budgets for commercial contracting opportunities
- Conduct and assist in the negotiation of commercial contracts, within parameters agreed with the CEO and the supervision of the financial manager
- Help the company define new offers and products

Finding clients and managing related-relationships

- Scan and identify suitable markets for ALDA+ services and contract opportunities
- Support colleagues to develop high quality commercial services and negotiate sound contracts
- Prepare client files and regular reports for ALDA+' CEO and financial manager
- Provide administrative support for the contracts, with regards to (but not exclusively) collecting, checking and managing all data of clients, processing service contracts
- Demonstrate products and services as deemed necessary by clients and management
- Schedule appointments and meetings as necessary
- Promote ALDA+' services and products through different channels and tools

Service delivering

- Deliver trainings and provide technical assistance on the basis of his/her knowledge, competencies and capacities

Contribute to the company more broadly

- Contribute to ALDA+' success and impact by participating in learning and the development of ideas, services, on diverse topics and issues, as opportunities arise
- Undertake other tasks reasonably expected of her/him

Person Specification Essential Requirements

For this role, the skills, qualifications and experience listed below are important,

- Highly motivated, result-driven person
- Flexibility, eagerness to learn quickly
- Very good analytical skills
- Marketing and communication skills
- Good strategic and business planning skills
- Must be detail oriented, and a highly organized self-starter
- University degree (or equivalent) in a relevant subject for the post
- Languages: Proficient verbal and written skills in English (French and other languages are distinct asset)
- Proficient use of Office Suite, internet, email and server
- Minimum of three years commercial management experience in a similar role, with track record of securing funds through commercial contracting processes
- Experience in implementing and delivering capacity building activities and in managing programmes

Summary Terms and Conditions

Notice period

During the probationary period of 60 working days, both ALDA+ and the post-holder may terminate the employment agreement with immediate effect.

Working hours

The working week will be 40 hours over 5 working days.

Starting salary

The salary will be communicated to the applicants and based on the competencies of the selected person. **Please state your salary expectation and potential starting date**

Application Procedure

Interested applicants should send their motivation letter and Curriculum Vitae (CV) in English to Marco Boaria at marco.boaria@aldaintranet.org. In the subject field, please indicate: **Application – Service Development Officer**

Kindly include names and contact details of 3 references.

Applications must be received **on or before the 15th of February 2019**. Applications received after the deadline will not be considered. Only short-listed candidates will be notified.