



Recruitment Announcement

Position of Project Coordinator, Digital Industries Business Support (EEN Japan) and Digitalisation of Services at the EU-Japan Centre for Industrial Cooperation, Head Office in Japan (Tokyo)

The EU-Japan Centre for Industrial Cooperation (hereinafter “the Centre”) is recruiting a full-time Project Coordinator, Digital Industries Business Support (EEN Japan) and Digitalisation of Services to be filled in Tokyo, Japan (refer to the job requirements, skills and work description below). More information about the Centre: <https://www.eu-japan.eu/>

Although candidates are required to have relevant experience in business support and a good understanding of digital technologies and business processes, entry level candidates are also welcome to submit an application, latest by **Monday 20 June 2022 17h30 Tokyo local time** by sending CV/ resume with letter of motivation in both English and Japanese, and photo to applications@eu-japan.or.jp or by post to EU-Japan Centre for Industrial Cooperation, Shirokane-Takanawa Station Bldg. 4F, 1-27-6 Shirokane, Minato-ku, 〒108-0072, Japan.

Only applicants shortlisted for interviews will be notified.

About the “Enterprise Europe Network” Business and Partnership Support Service (EEN):

The Enterprise Europe Network (EEN) is the world's largest support network for small and medium-sized enterprises (SMEs) with international ambitions. It has 3,000 experts across 600 member organizations in more than 60 countries. Member organizations include chambers of commerce and industry, technology centers, and research institutes. EEN helps ambitious SMEs to innovate and grow internationally. The network provides international business expertise with local knowledge across a range of targeted services: a) Partnership; b) Advisory; c) Innovation support. The EU-Japan Centre for Industrial Cooperation is the partner in Japan for EEN (<https://www.een-japan.eu/>).

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| EEN | Enterprise Europe Network (see annex 1) |
| EISMEA | European Innovation Council and Small and Medium Enterprises Executive Agency |
| EO | (EU-Japan Centre's) European Office |
| EUCIC | EU-Japan Centre for Industrial Cooperation |
| HOJ | (EU-Japan Centre's) Head Office in Japan |
| PRM portal | Partner Relationship Management Portal of EEN |
| SME | Small and Medium Enterprise |

I. Duties & Responsibilities

I.1 Coordinator, Digital Industries Business Support (EEN Japan)

1. Work with the EEN Japan team to actively support the partnering of EU and Japanese SMEs in the Digital Industries and Technologies Ecosystem (hereinafter referred to as “clients”). Support clients with profile search and participation to relevant B2B events and introduction to potential leads, with the goal to generate concrete business / innovation partnerships in the Japanese Fiscal Year 2022. Ensure the creation of partnerships during FY2022, all of which need to be duly recorded in the Enterprise Europe Network Japan official PRM portal.

2. Actively plan, prepare and organize matchmaking events, support and follow-up individual meetings for clients with the goal to drive the partnership building process. Ensure the planning and execution of matchmaking events in the Digital Industries to be organized during FY2022 and duly recorded in the Enterprise

Europe Network Japan project reporting. Where possible, explore the possibility to include a dedicated matchmaking session which involves EU-Japan partnerships in ASEAN, Africa and (latin) America (hereinafter “EJ3A”). Support Japanese SMEs with participation to matchmaking events in coordination with EEN Japan staff in the Centre’s Office in Europe.

3. Using feedback gathered from clients, contribute to update the contents of the existing website of the EEN Japan Service which will contain, among others, 1) summarized information in English and Japanese about client’s profiles on offer or on request, with the goal to facilitate the dissemination of partnership requests; 2) information about relevant matchmaking and brokerage events. Benchmark other websites offering similar or close services in order to improve the service through the EEN Japan website.

4. Build and actively communicate with a network of relevant local partners and expert consultants in Digital Technologies in Japan, in the EU and in 3A as relevant and necessary, with whom the Centre may co-organize matchmaking events (as mentioned in paragraph 1.2 above), which are competent to support the EEN Japan Service by contributing with their local networks and know-how, as well as disseminating client profiles.

5. Communicate about the EEN Japan service for the purpose of establishing smooth cooperation with organizations offering similar or complementary services based in the EU, Japan and 3A as relevant and necessary.

5. Report on project activities on a monthly basis and produce monthly reports which include progress of performance indicators and details of actions performed in the EEN Japan service for the entire project duration.

In doing so:

- Report on all assignments under this agreement to the EEN Japan managers, and execute EEN related assignments with other members of the EEN Japan team;
- Contribute to the reporting about your EEN Japan assignments to the Centre’s regular staff meetings;
- Support the overall EEN Japan team effort in a proactive manner, and work smoothly with all other EEN Japan staff, managers and consultants towards achieving the goals of the EEN Japan service;
- Update the pipeline of client profiles, partnership leads and inquiries with standard tools and services as used by the EEN Japan Service in the Centre.

I.2 Coordinator, Digitalisation of Services for the EU-Japan Centre’s Head Office in Japan

1. Map out the workflow of current services offered by the EU-Japan Centre in order to suggest digital solutions and services which could complement / help improve the effectiveness of existing in-presence services and missions, in particular around matchmaking events and booths at trade fairs in Japan, ideally available in both English and Japanese languages.

2. Make suggestions for new digital services to log and process client information using more secure, productive and cost-effective processes in full compliance with privacy and protection of confidential information laws and rules in the EU and Japan.

3. Test and propose digital services aimed at improving the marketing and promotion of the Centre’s services in order to reach out to prospective clients in more effective ways.

4. Assess and select suitable digital services in order to improve the ongoing support and connection of SMEs between the EU and Japan in the context of COVID-19, rising travel costs between the EU and Japan, with the goal to better support the creation of EU-Japan business cooperation.

In doing so:

-Contribute to building resilience in the ongoing COVID-19 situation by pursuing and engaging in the digitalisation of business support to help SMEs going abroad, and provide opportunities for more SMEs to internationalise between the EU and Japan in cheaper, faster, greener and more global and flexible ways, thus helping to deliver with better productivity compared to traditional physical services, making smart use of combinations of physical and digital tools where necessary and relevant.

-Suggest improvements to digital tools in order to improve the overall effectiveness of the Centre's delivery of business support services in and beyond COVID-19 contexts.

Required skills:

Very good communicator and team player, with a strong ability to assess needs and feasibility of digital solutions for improvement and with a capacity to negotiate and support the rollout of services together with the Centre's teams;

Fluent in written English, proficient in Japanese;

Pays attention to details, and is able to understand needs and requirements of Centre services and match digital tools in order to help improve client experience and productivity of services, while continuing to ensure timely and quality delivery of services;

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