

Call for a Front Desk Coordinator

We are looking for a friendly and energetic Front Desk Coordinator.

Our front desk knows everything about opportunities for professional development and can explain them in simple words to any audience: from Reitarska hipsters to school teachers from Sumy oblast.

If you enjoy communicating with people and writing texts, if you are ready to look through dozens of open calls to find the one worth being published on our website – we are looking forward to seeing your application.

Please read the details carefully and **apply before 12 January 2021, 15.00 Kyiv time.**

House of Europe

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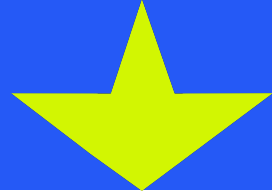
House of Europe is an EU-funded programme fostering professional and creative exchange between Ukrainians and their colleagues in EU countries and the UK. The programme focuses on culture and creative industries, education, health, social entrepreneurship, media, and youth.

This encompasses 20+ separate programme lines enabling to go for conferences, professional events, internships, and networking in the EU and the UK, or to enrol in study tours, residencies, trainings, and other forms of support. House of Europe funds cultural coproductions and cooperations between Ukrainian organisations and their counterparts in the EU and the UK, along with the development of cultural infrastructure and artistic concepts for youth in Ukraine. Finally, the programme offers various youth camps and an intra-Ukrainian university exchange.

Implementation of House of Europe is led by Goethe-Institut Ukraine, with The British Council, Institut français, and Czech Centres as consortium partners. This vacancy is offered by the Goethe-Institut Ukraine.

What will you be doing

- Consulting people on the open calls, matching their interests with the variety of opportunities on our catalogue, and handling other



requests via phone, email, and at the front desk at our modern Kyiv Hub

- Maintaining a catalogue of opportunities from other EU and UK programmes: searching for open calls, communicating with their managers, preparing well readable texts, and publishing them on our website
- Organising and hosting events
- Administrating the **House of Europe website**
- Collecting monthly quantitative indicators on info inquiries and opportunities published
- Organising logistics and other office support or administrative tasks
- Helping with other requests
- Updating and maintaining the CMS database of our applicants and people reaching us

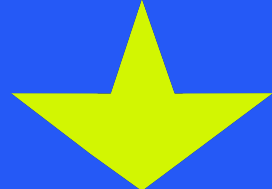
What skills and qualifications do you need

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- Fluent Ukrainian and English to C1 level
- University degree
- At least two years of work experience, preferably in communications, marketing, copywriting, psychology, sales, hospitality, customer service, consultancy, international relations, etc.
- Excellent communication skills backed with a positive and diplomatic personality to get along with people and match their needs with the opportunities we offer
- Excellent writing skills and impeccable grammar for drafting clear responses to emails requests and summarising complex programmes in clear and friendly texts
- Ability to process and structure large amounts of information needed to find the most interesting EU and UK programmes to feature on our website
- Flexibility, generalist mindset, and the ability to learn fast
- Stress resistance skills and the ability to work in a team

What you will get

- Full-time job with flexible working hours from February 2022 till March 2023



- A modern office not far from Arsenalna station
- Good salary according to the Ukrainian remuneration schemes
- Health insurance and free German language courses at Goethe-Institut Ukraine
- International multi-skilled team working on a challenging EU programme in Ukraine

How to apply

Please create one single PDF file, featuring:

- **Application form** filled out in English
- CV in English
- University degree and other work, education, language certificates

Please send your PDF file to **hr@houseofeurope.org.ua** with the subject "House of Europe Front Desk Coordinator". **The deadline for applications is 12 January 2021, 15.00 Kyiv time.**

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Do not forget to mention your telephone number. We will call you to schedule a meeting if your application catches our attention.

Whatever the answer is, all candidates will be contacted.