

Interreg North-West Europe Contact Point in Luxembourg of the VB Programming Period

(2014-2020)

JOB DESCRIPTION

Introduction

The Interreg NW Europe programme has two complementary teams of officers whose role is to provide for the efficient and effective functioning of the programme: the Joint Secretariat, and the network of Contact People (CPs). CPs work remotely, in a dispersed team, but are closely integrated with the work of the JS. They are viewed as the 'front-office' of the Programme, close to its customers and with knowledge of the local, regional and national context, with the capability to undertake project development and outreach work, and are:

- Seen as ambassadors of the programme in member states and regions
- Seen as a 'bridge' between the regions and the Interreg Programme
- Seen as an accessible supporter and first point of contact for projects
- There to support regional/territorial development through transnational cooperation
- There to maximise the value of the programme and its impact in territories

Importantly, there is a desire that CPs and JS together are perceived as a single team, offering a comprehensive service to our customers.

This paper sets out the prime functions of CPs, the services they are expected to deliver, and the mechanisms for monitoring and managing their workload. Finally, it details the typical competences expected from an individual fulfilling the role of a CP.

I. Tasks and responsibilities

1. Support the creation of high-quality projects

(a) Support the generation & development of project ideas

- Act as first point of contact in their regions for potential applicants interested in developing project ideas (including advice on programme principles, such as transnationality, etc.)
- Work with those partners to shape and develop their project idea.
- Provide advice to potential applicants on the relevance of their idea with national priorities as well as with other national, regional, local initiatives including other ETC programmes (e.g. with overlapping territories)
- Develop and maintain an up-to-date list of project ideas developed by Lead Partners in their countries and regularly inform JS on new ideas, and support identification of synergies among project ideas
- Work with the JS to develop and run appropriate information and development events for prospective project applicants
- Support JS in identifying "gaps", and supporting actions to address gaps where agreed with the JS.
- Identify potential stakeholders and support their increased knowledge & awareness of the programme

(b) Support the development of strong partnerships

- To build a knowledge database of potential project partners within the national territory and their fit to programme objectives on the basis of the Programme stakeholder analysis
- To work closely with other CPs and the JS to share and circulate project ideas
- To assist potential applicants in identifying transnational partners.
- To support the facilitation of strong partnerships

(c) Support the development of high-quality project applications

- In collaboration with the JS/MA, provide support for partners who are drafting project applications.
- Support applicants with information concerning Programme rules.
- Provide advice to potential project partners from other countries, when required, with regards to specific national and regional context, national administrative and legislative matters
- Support applicants in the use of the e-Monitoring and reporting System

2. Assist projects to deliver effectively

(a) Working with project partners to deliver their projects

- Work with the JS, maintain contact with project partners to provide them with relevant information and respond to questions.
- Participate in project events organised within the MS/region territory

(b) Working with projects to identify and capitalise on their results

- Work with the JS to collect data and analyse national results of projects to support project and programme capitalisation
- Provide support to JS in establishing potential synergies with other EU programmes
- Develop a contact database of national/regional/local actors, including potential beneficiaries, (stakeholders, beneficiaries, etc.) to share with JS and NCPs

(c) Supporting the training and development of project partners

- Support JS in organising LP seminars and/or other national, regional or thematic trainings and seminars

3. Promote the programme and its objectives

(a) Promoting the programme and its objectives to relevant stakeholders

- Support the implementation of the programme communication strategy in their own country, or in common language areas.
- Work with the JS to develop information material for their regions with the purpose of reaching stakeholders in the respective areas
- Inform relevant stakeholders about programme opportunities and results through widely accessible, national language information.
- Work with the JS to organise events at national and transnational level.
- Organise national promotional publications (presentation/results) where relevant
- Act as ambassadors for the programme at external events and networks at regional, national or international level

4. Supporting the functioning of networks

(a) Developing and maintaining the CP-JS network

- Participate in CP-JS network meetings
- Liaise with JS and other CPs to secure that ideas from each region are disseminated to other regions

(b) Supporting the development of relevant regional, national and international networks

- Provide the programme with relevant national and regional documents, regulations and strategic papers
- Give feedback to the programme on any problems and difficulties encountered in participation and implementation of the programme

- Assist JS in obtaining information on recent and on-going trends with regards to the thematic fields addressed by the programme
- Attend programme committee meetings as observers

5. **Monitoring of performance**

- JS and CP to develop a joint annual work plan which shall be used as a basis for individual CP plans
- Prepare activity reports to the JS/MA with description of the activities carried out
- Participate in annual individual feedback sessions involving CPs, with Member states and JS

II. Performance management and monitoring

Employment

CPs are employed by a variety of mechanisms, according to national situations and policies. The role of the employing body is to undertake the functional tasks of line management, including the organisation of pay and expenses, dealing with holiday and sickness leave, ensuring adequate provision of IT and communications tools, and ensuring that annual performance appraisals take place (see below).

Work planning and performance monitoring

The work planning of the CP network will be coordinated by the Contact Points Coordinator in the JS. This will include the development of a single, joint work plan for the CP network each year. On this basis, CPs produce an individual annual work plan which will form the basis for performance assessment later in the year. The work plans should be arranged around the 9 task headings above (1a to 4b), as they might apply in each year.

All CPs are required to produce a short monthly report on activities against the 9 task areas. This report should be sent no later than 1 month after the month to which it applies, to the JS, but also to their employer and/or MS, as it forms part of the FLC process (see below). It should therefore include sufficient information to support the FLC of payment claims (for example, the date and location of meetings which can be matched to travel receipts and the number of days per task (1a to 4b)).

The employer should arrange for an annual performance review, in line with the organisation's own policies and procedures. This should include MS and JS representatives. It should be structured around the tasks, the work plan and the competences, and it should also include identification of future targets and training needs.

Financial claims and audit

MSs will submit a financial report for CP activities every 6 months. Financial report should be submitted no later than 6 months after the end of the period to which they apply.

III. Competences

The range of competences required to perform a CP function is broad. They include specific skills, knowledge and attitudinal factors which make an individual predisposed to performing a service-oriented function.

Core NWE Competences:

Knowledge	Skill	Attitude
EU-institutions	Functional knowledge of English	Integrity
EU policies	Computer literacy	Political sensitivity
Cohesion-policy	Managing change	Loyalty to Programme goals
Other ETC Programmes	Professional experience in the context of EU- Funds is of advantage, preferably in the field of Interreg.	Result orientation
		Open to other cultures
		Timely
		Adaptive/flexible

1. Team competences CP-network

Knowledge	Skill	Attitude
National policies and rules	University degree (4 years) in a field relevant for territorial development, preferably geography, spatial/urban planning.	Self-starter and self-manager within a geographical dispersed network
General understanding of themes of the 5 Specific Objectives	Moderation and facilitation	Service/client oriented
Territorial Cohesion	Speaking in public	Loyal to national policies
Transnational cooperation	Quick understanding of information	Putting the interest of the CP-team/network above the individual interest
ERDF and ETC regulations	Strong communication, external relations and networking	Exploring/curious/outgoing
Project management	Conflict resolution	Cooperative/connecting
		Creative
		Analytical

2. Functional competences CP

Knowledge	Skill	Attitude
National/Regional policies	Languages: Luxembourgish, French, German, English (working language on programme level)	
Broad national/regional network		