

## BPO/ITO Information workshop coordinator (m/f)

---

Job Title: BPO/ITO Information workshop coordinator (Business Process / Professional Services Outsourcing Sector)

Reporting to: Sector Team Leader and Project Management

Application deadline: 23 September, 2018

Expected start date: 1 October, 2018

Place: Sarajevo, BiH Contract: Part-time Days: 20 days over 1,5 months

### PROJECT DESCRIPTION

Helvetas Swiss Intercooperation, an international NGO, and Bosnian company Kolektiv d.o.o make up the consortium for project MarketMakers - a project supported by the Swiss government. The project aims to create jobs for over two thousand five hundred young women and men in Bosnia and Herzegovina in four economic sectors - IT, food production and processing, tourism, and business process/professional services outsourcing. MarketMakers' second phase began in June 2017 and runs for four years until May 2021.

This job advert refers to MarketMakers' work in the Business Process/Professional Services Outsourcing sector, specifically relating to component of its Business Process Outsourcing Sector Strategy that relates to Intervention 1, Marketing BiH as an outsourcing destination.

### DETAILED RESPONSIBILITIES OF THE ROLE

MarketMakers is seeking to recruit a coordinator to organize BPO/ITO workshop with different stakeholders for intervention that is supporting raising awareness of BPO potential in BiH providing arguments why BiH can be a popular outsourcing destination.

The aim of this task will be to draft and implement agenda including different presentations and panels.

The targeted audience are representatives of local authorities but also representatives from business process outsourcing industry. Invitations should be directed toward municipalities, local development agencies, and entity ministries, industry experts from BPO/LPP/ITO relevant organisations from Central and Eastern Europe and West Balkans.

The presentations, as a part of the workshop, will include topics related to the BPO/KPO/IT industry, labour and employment regulations, experience of BPO operations in BiH and good practice in

BPO/KPO/ITP from Central & Eastern Europe and the region.

The panels, as a part of the workshop, should provide answers on questions like: what is holding BiH back in attracting more BPO/KPO/ITO jobs and what changes industry experts propose.

BPO/ITO Information workshop coordinator (Business Process / Professional Services Outsourcing Sector) is a temporary position designed to support the operationalisation and quality control of project interventions within one of MarketMakers' four sectors. In coordination with the project Sector Team Leader, the coordinator will have a delegated set of responsibilities for managing workshop, to ensure that activities result in outputs that deliver sustainable outcomes - most notably, job opportunities for Bosnian youth.

The role will involve, but is not limited to, the following tasks:

#### Workshop implementation and oversight

- Design full agenda of the workshop in coordination with Sector Team Leader
- Identify relevant representatives from targeted audience which invitation will be directed to
- Identify Industry experts, organisations and service sector experts relevant for the workshop
- Identify Industry bodies from Central and Eastern Europe and West Balkans relevant for the workshop
- Prepare panel questions in coordination with Sector Team Leader
- Send invitations to the targeted audience
- Provide presenters with presentations on the topics mentioned
- Provide workshop moderator
- Organize panels and panels discussions

#### Reporting, communication and documentation

- Coordination with the Sector Team Leader to ensure that agenda design is approved
- Regular communication and update on the overall progress of the assignment with Sector Team Leader is expected
- The workshop design and reporting findings must be agreed with MarketMakers in advance of commencing the assignment
- Liaison with relevant stakeholders working in the same field of intervention

#### Financial and administrative tasks

- First-line financial and administrative tasks in coordination with the Sector Team Leader, Project Assistant and Finance Manager/Accountant

#### ESSENTIAL CRITERIA

The role is one that requires those fulfilling the position to be both strong critical thinkers and pro-active problem-solvers as well as being diligent " starter-finishers" to see a task through to a high-quality completion. Applicants would preferably possess a high level of familiarity with the business process outsourcing sector and should also possess the appropriate soft skills to organize events/workshops and overcome barriers encountered.

Applicants should, at the minimum, meet the following criteria:

- At least two years of work experience in field of event organization or similar tasks
- University educated (Economics, Social science)

- Fluency in BHS and English

It is worthwhile to note that there may be opportunities for the right applicant to be offered a permanent project position or further temporary contracts upon the satisfactory completion of this assignment.

#### APPLICATION REQUIREMENTS

- CV/resume - no more than 3 pages (in English)
- Letter of interest highlighting suitability for the role with respect to the essential criteria - no more than 1 page (in English)
- Remuneration expectations (in BAM)

**Lokacija:** Sarajevo

**Datum objave:** 17. Sep 2018.

**Datum isteka:** 23. Sep 2018.