INESCTEC

CALL FOR APPLICATIONS: Operational Manager

Job reference: AE2024-0543 (Gab_Estudantes - ECC)
INESC TEC - Instituto de Engenharia de Sistemas e Computadores, Tecnologia e Ciência
Position: Operational Manager – Research Students Officer
Regime and location: Hybrid – Porto
Work field: Managing the day-to-day operations of the office and assisting in the implementation of planned initiatives.

Job Summary:

INESC TEC is inviting applications for an Operational Manager to manage initiatives aimed at attracting and stimulating research talent and improving their research experience as students at the institution.
Responsible: Sara Brandão
Duration of contract: Fixed-term contract, starting on April 1st or as agreed between the parties.
Location: INESC TEC, Porto, Portugal

Job Description:

We are looking for a dynamic and motivated professional to ensure a set of initiatives aimed at supporting and improving the experience of research students, as well as promoting their development.

This position has a key role in managing the day-to-day operations of the office and assisting in the implementation of the planned initiatives, as well as ensuring that students are well integrated into the research. The **Operational Manager** will work closely with the head of the office and in conjunction with the other services of the institution, playing a key role in managing initiatives that lead to the attraction and stimulation of high-quality research talent.

Key responsibilities:

- Manage programs and initiatives that promote research student satisfaction and success, such as curricular and summer internships, exchange and mobility programs and doctoral scholarship programs.
- Centralize and consolidate essential information for research students, including creating FAQs, dedicated email addresses and managing and updating the information to be made available on the website, ensuring clear and centralized communication of initiatives aimed at research students. Ensure that all opportunities and initiatives are well communicated and accessible in one place, so that students are fully aware of the options available to them.
- Create an enriching support environment for research students, ensuring that students are fully integrated into their research projects, with access to guidance and advice. Strengthen the process of integrating research students by coordinating the welcome sessions with the HR team.
- Support the implementation of strategies that: 1) strengthen the attraction and recruitment of high-quality research students and 2) promote their development throughout their careers. Preparing the corresponding content for communication and dissemination, in conjunction with the communication service.
- Participating in the definition of the information system requirements to be implemented and in the main indicators needed for monitoring research students.
- Support the *PhD Student Representatives* committee in organizing events, sharing best practices and other student-led initiatives. Assist in collecting regular feedback through surveys in order to adjust initiatives as necessary.
- Participate in the preparation of meetings, presentations and reports related to the office's activities.

Research Student Office Presentation

INESC TEC welcomes students from all three study cycles, with more than 150 summer and curricular internships, 600 master's dissertations and 260 doctoral theses. Guided by INESC TEC researchers, students have access to a real research environment and state-of-the-art laboratories that promote high-quality research. At the end of 2024, we created this new office that will centralize research student initiatives at the institution, strengthening academic and business partnerships and supporting the development of research students. This is a strategic initiative that aims to improve the research experience of students at INESC TEC, while playing a key role in attracting and nurturing top talent. Planned activities include: creating strategies to recruit high-quality students, especially international ones, increasing diversity; strengthening partnerships for collaboration and international mobility programs; creating scholarship programs; providing guidance on funding options; organizing events, seminars, workshops and networking sessions that enrich the research experience and promote a sense of community among students.

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Requirements and Qualifications:

Academic background:
- Higher education in Management, Human Resources Management, Science Management, Psychology, Public Relations or similar field. Other qualifications will be considered if accompanied by proven relevant experience. Preference for candidates with a Master's degree.

Experience:
- Minimum 3 years' professional experience, ideally in higher education or research environments.
- Preference will be given to those with experience in managing initiatives with students, especially research students, or previous experience relevant to the role.

Minimum requirements:
- Excellent communication and collaboration skills, with the ability to build relationships of trust, using diplomacy and consensus; Strong analytical skills and knowledge of data analysis tools, enabling processes to be optimized and reports to be generated to support decision-making; Ability to consolidate and centralize information effectively, organizing data and resources in such a way as to ensure clear and accessible communication for all; Excellent written and verbal communication in Portuguese and English; Knowledge of Microsoft Office tools.

Preferential factors:
- Experience in managing initiatives with students, especially research students; Ability to work autonomously and responsibly, with a high degree of integrity and organization to prioritize tasks and manage time efficiently; Strong interpersonal skills and ability to work in a team environment; Familiarity with student databases and project management tools will be considered an advantage.

What we offer:
- Opportunity to join a leading research institution in the National Scientific System, working alongside a highly motivated team, contributing to the creation of something new and of strategic importance to the institution.
- Potential for personal growth and professional development; good degree of autonomy; possibility of access to specialized training.
- Salary to be defined according to experience and suitability for the position. Benefits in force according to the functional level to be defined, with the possibility of access to bonuses via Performance Evaluation, flexible working hours, hybrid working arrangements, health insurance, parking, and some agreements with other institutions.
- Integration in an organization which, through a vast number of initiatives (internal, informal, sporting or cultural events), fosters group and team spirit, mutual knowledge and the facilitation of contacts, allowing for the creation of interpersonal synergies.
- A positive workplace with a collaborative, diverse, international, multicultural and inclusive environment.

Application process: Fill in the fields in the "Submit Application" section on INESC TEC's website
Candidates who meet the minimum requirements will be admitted to the evaluation and selection phase.

Evaluation and selection procedure:
Evaluation of applications (60%)
- Applications will be evaluated by the selection panel by applying the following sub-criteria:
  a) Adequacy of the profile demonstrated by the letter of motivation and CV to the specific requirements and preferential factors (60%);
  b) Relevance of professional experience to the position (20%)
  c) Relevance of basic and professional training to the position (20%);
- Each of the criteria will be scored by the Jury from 1 to 5, resulting in a score on the basis of which the ranked list of candidates will be drawn up in descending order of score.
Interview (40%)
- An interview will be held with the five candidates with the highest scores in the previous phase, in which the best position will be clarified and in which topics that are less clear in the letter of motivation and/or CV will be discussed and clarified, as well as assessing attitude, communication skills and other qualities or aspects revealed in the interview.

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Disability bonus:

Candidates with a degree of disability equal to or greater than 90% will have a bonus of 20 points in the Curricular Assessment score.
Candidates with a degree of disability equal to or greater than 60% and less than 90% will have a bonus of 10 points in the Curricular Assessment score.
In these cases, the bonus score for the Curricular Assessment may exceed 100 points.
The degree of incapacity must be proven by submitting a Medical Certificate of Multipurpose Incapacity when applying.

Selection panel: President of the panel: Aníbal Matos
Member of the jury: João Claro
Member of the jury: Sara Brandão

Notification of results: The results of the selection process will be communicated to interested parties by email.

Application period: from 2025-02-06 to 2025-02-25

Application submission: Fill in the electronic form at www.inesctec.pt in the WORK WITH US section