Copernicus Training and Knowledge Transfer Officer

1. Position information

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<tr>
<th>Vacancy No.: VN20-04</th>
<th>Department: Copernicus Department</th>
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<tbody>
<tr>
<td>Grade: A2</td>
<td>Service: Copernicus Joint Services</td>
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<tr>
<td>Job Ref. No.: STF-PS/20-04</td>
<td>Reports to: User Engagement Manager Copernicus Services</td>
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<tr>
<td>Publication Date: 11 February 2020</td>
<td>Closing Date: 9 March 2020</td>
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2. About ECMWF

ECMWF is both a research institute and a 24/7 operational service, producing and disseminating numerical weather predictions to its Member States. ECMWF carries out scientific and technical research directed to the improvement of its forecasts, collects and processes large amounts of observations, and manages a long-term archive of meteorological data. Satellite and in situ observations provide the information for up-to-date global analyses and climate reanalyses of the atmosphere, ocean and land surface.

For details, see [www.ecmwf.int](http://www.ecmwf.int).

ECMWF has been entrusted to operate the Copernicus Atmosphere Monitoring Service (CAMS) and the Copernicus Climate Change Service (C3S) on behalf of the European Commission until the end of 2020 and is preparing plans for the follow-up Copernicus Programme activities (2021-2027). Copernicus is the European Union (EU) flagship Earth-observation programme. The Copernicus programme ensures operational monitoring of the atmosphere, oceans, and continental surfaces, and provides reliable, validated information services for a range of environmental and security applications. Based on the exploitation of space based and in situ observations and models, Copernicus provides information services for land, marine, atmospheric and climate monitoring, as well as emergency management and security. For details, see [www.copernicus.eu](http://www.copernicus.eu/).

The Copernicus Atmosphere Monitoring Service (CAMS) service provides consistent and quality-controlled information related to air pollution and health, solar energy, greenhouse gases and climate forcing, everywhere in the world. For details, see [www.atmosphere.copernicus.eu](http://www.atmosphere.copernicus.eu/)

The Copernicus Climate Change Service (C3S) service provides authoritative information about the past, present and future climate, as well as tools to enable climate change mitigation and adaptation strategies by policy makers and businesses. For details, see [www.climate.copernicus.eu](http://www.climate.copernicus.eu/)
3. Summary of the role

ECMWF has an exciting new position as Copernicus Training and Knowledge Transfer Officer which sits within the Copernicus Department.

The role will contribute to the Copernicus user engagement activities, to develop and stimulate the growth of the user uptake for both CAMS and C3S services.

Currently, there are over 50,000 CAMS and C3S registered users, from both the public and the private sectors, with very diverse backgrounds and needs. Users are from different communities, such as scientific, research, academia, policy makers at EU, national and local levels, down-stream service providers, businesses, private users and the general public.

The Copernicus Training and Knowledge Transfer Officer ensures that the various user communities receive the necessary training to ensure they are competent and have the knowledge to access and use C3S and CAMS products and services. They will also ensure the transfer of targeted knowledge on CAMS and C3S to meet users’ specific needs.

The Copernicus Training and Knowledge Transfer Officer will map specific needs, develop implementation plans and interact with relevant stakeholders actively involved in the data value chain, including developers and experts and non-specialist end-users. They will propose novel and creative training and knowledge transfer tools where possible.

The actual implementation of training and knowledge transfer activities primarily runs via procured contracts, implemented by external expert contractors. The successful candidate will coordinate a small portfolio of training initiatives on the current Copernicus Climate Change Service User Learning Services (C3S ULS), including the maintenance of the User Learning Platform, definition of learning resources and the organisation of training sessions. Information of the C3S ULS can be found here: https://uls.climate.copernicus.eu

Other activities will include preparing for and participating in hackathons, Massive Open Online Courses (MOOCs), user workshops and events or other Copernicus user engagement activities.

The Copernicus Training and Knowledge Transfer Officer will work closely with other colleagues within the Copernicus Department to keep abreast of the latest technical and scientific developments and communication strategies as well as providing adequate feedback on user requirements in scope of quality assurance.

Furthermore, this role will involve working closely with the ECMWF’s User Services Section to ensure that the training and knowledge transfer resources and platforms are aligned with the overall training strategy of ECMWF.

Occasional travel within Europe will be required.

4. Main duties and key responsibilities

- Mapping of specific training and knowledge transfer needs on CAMS and C3S and defining an implementation plan for the next phase of Copernicus (2021-2027)
- Managing the delivery of a small portfolio of ongoing procured contracts and training activities relating to the C3S User Learning Services
- Guaranteeing quality assurance and continuous updates of the specific learning resources and learning platforms, in collaboration with technical and scientific colleagues
- Collaborating with the Copernicus Communication team and the ECMWF User Service Section to optimise synergies and alignment in strategies and use of learning platforms
Continuous tracking of skills and knowledge needs in the different user communities in scope for an effective access and use of CAMS and C3S data and information. Assessing novel training and knowledge transfer means adapted to the specific audiences.

Collecting and analysing feedback on Copernicus products, infrastructure and services as input to the Evaluation and Quality Control capacity of C3S and CAMS.

Contributing to other user engagement activities, including presenting and showcasing Copernicus products and services at user workshops and events and hackathons, in support of the User Engagement Manager.

5. Personal attributes

- Experience of analysing user knowledge and skills needs and developing training interventions, demonstrated through involvement in relevant projects.
- Proven ability to communicate effectively to different audiences, both verbally and in writing, excellent oral and written communication skills.
- Ability to work well in multidisciplinary teams.
- Creativity and proactivity, ability to work autonomously and to take initiatives.
- Ability to multi-task, handle multiple projects, and drive projects to completion.
- Detail oriented and excellent problem-solving skills.
- Enthusiasm and willingness to learn, coupled with a genuine interest in Copernicus and in particular CAMS and C3S.

6. Qualifications and experience required

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<tr>
<th>Education</th>
<th>A university degree in atmospheric sciences, environmental engineering, or other relevant scientific discipline is required.</th>
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| Experience                     | Experience in coordinating a variety of training and knowledge transfer initiatives and the establishment of training strategies and plans.  
                                    | Good understanding of atmospheric and climate science products and related services and its user communities.         |
                                    | Understanding of the Earth Observation data value chain, including aspects on data access infrastructure, skills and knowledge essential to turn data and information into knowledge. |
                                    | Experience of working in and/or coordinating international projects and/or with an international customers base would be an advantage. |
| Knowledge and skills (including language) | Candidates must be able to work effectively in English and interviews will be conducted in English.  
                                    | A good knowledge of one of the Centre’s other working languages (French or German) would be an advantage. |

7. Other information

The successful candidate will be recruited at the A2 grade, according to the scales of the Co-ordinated Organisations and the annual salary will be £60,590.64 net of tax.

This position is assigned to the employment category STF-PS as defined in the Staff Regulations.
Full details of salary scales and allowances are available on the ECMWF website at www.ecmwf.int/en/about/jobs, including the Centre’s Staff Regulations regarding the terms and conditions of employment.

**Starting date:** As soon as possible.

**Length of contract:** Contract to 30 September 2021, with possibility of renewal depending on the next phase of the Copernicus programme (2021-2027). Contract renewal may be subject to the need for a relocation to a Member State within the European Union.

**Location:** The position will be based in the Reading area, United Kingdom.

**Interviews for this position are expected to take place at ECMWF between 18th and 24th March 2020.**

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**8. How to apply**

Please apply by completing the online application form available at www.ecmwf.int/en/about/jobs.

To contact the ECMWF Recruitment Team, please email jobs@ecmwf.int.

Please refer to the ECMWF Privacy Statement. For details of how we will handle your personal data for this purpose, see: https://www.ecmwf.int/en/privacy.

At ECMWF, we consider an inclusive environment as key for our success. We are dedicated to ensuring a workplace that embraces diversity and provides equal opportunities for all, without distinction as to race, gender, age, marital status, social status, disability, sexual orientation, religion, personality, ethnicity and culture. We value the benefits derived from a diverse workforce and are committed to having staff that reflect the diversity of the countries that are part of our community, in an environment that nurtures equality and inclusion.

Applications are invited from nationals from ECMWF Member States and Co-operating States, listed below, and all EU Member States:

Austria, Belgium, Bulgaria, Croatia, Czech Republic, Denmark, Estonia, Finland, France, Hungary, Germany, Greece, Iceland, Ireland, Israel, Italy, Latvia, Lithuania, Luxembourg, Montenegro, Morocco, the Netherlands, Norway, North Macedonia, Portugal, Romania, Serbia, Slovakia, Slovenia, Spain, Sweden, Switzerland, Turkey and the United Kingdom.

Applications from nationals from other countries may be considered in exceptional cases.