

# Head of Citizen Experience and Well-Being Institute (CXI)

Since Creative Industry Košice is expanding, we are looking for a new member to join our Senior Management Team. Join us and work on projects that make Košice a better city to live in.

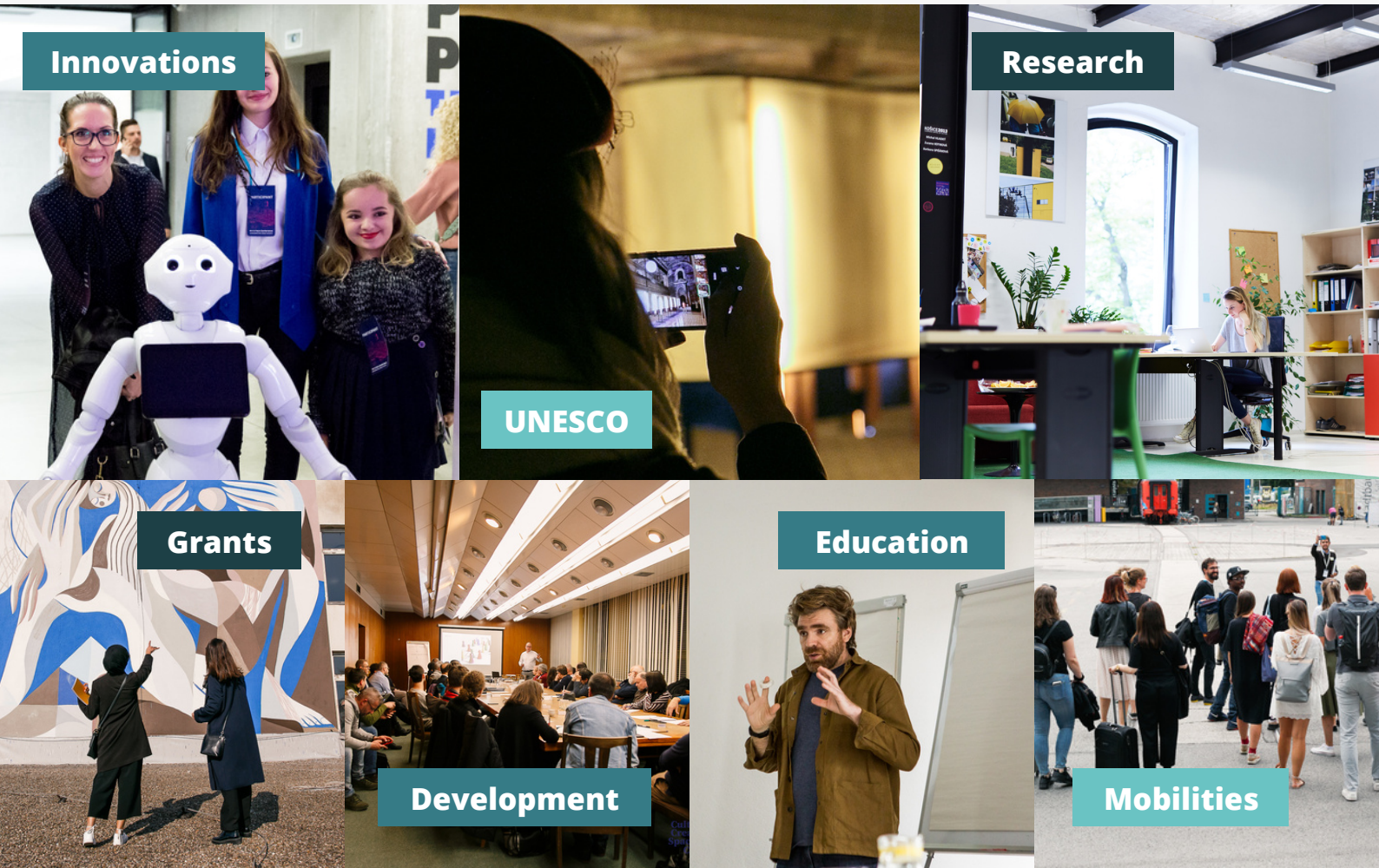
**DEADLINE**  
**15/5/2022**

# What is CIKE?

The main goal of Creative Industry Košice (CIKE) is the **support and development of the cultural and creative industries**. We seek out and support talented individuals and groups, provide educational, networking, and job opportunities, thus contributing to **sustainable urban development**.

We stand behind successful projects such as the **European Capital of Culture – Košice 2013**. We represent the city of Košice in the UNESCO Network of Creative Cities in the **Media Arts Cluster**, facilitate domestic and international residencies, and build international cooperation.

CIKE also organizes the festival of media art, digital culture, and technologies **Art & Tech Days** and is the lead partner in the **Košice 2.0 project**.



Innovations

Research

UNESCO

Grants

Education

Development

Mobilities





# Košice 2.0

The Košice 2.0 project focuses on **increasing the quality of life in the city**, through the improvement and development of urban services. Thanks to the unprecedented success of Košice in the open call of the European Commission, an infrastructure to support innovations through art, creativity, and digital technologies will be created in the following years.

**The Citizen Experience and Well-Being Institute (CXI)** consists of a research and analytical team, which maps the public space and city's services through data, and it aims to **improve citizens' quality of life**. The main goal of CXI is the **collection and analysis of data** needed for the improvement and development of urban services. In the future, it should become an urban conceptual organization in the field of architecture, urban planning, development, participation, creation, and administration of the city.

One of the tasks of the CXI is to **set up and implement several types of research** in relation to the quality of life of citizens in the city, its environment, and the services that the city provides to its residents and visitors.

## Who are we looking for?

With the recent confirmation of a number of major new projects and long-term developments, CIKE is now **entering a period of substantial change and growth**, resulting in exciting challenges and opportunities in the coming years for the organization and the Head of CXI.

Due to the organization's expansion and development, the CXI has been established as a new Department within the organization. Head of CXI is a position that will be a **member of the Senior Management Team**. The post's key purpose is to **manage, research, develop, plan and implement** activities of CXI within the Košice 2.0 project as well as seek opportunities to widen the scope of cultural and creative industries in the role of urban development.

**Expected start:** ASAP  
**Salary:** 2 000 € (brutto)  
**Employment type:** full-time  
**Location:** Košice, Slovakia

## What would be your role?

The Head of CXI **manages a team of 7 to 9 experts and researchers** and, as a member of the Senior Management Team, **co-plans and implements** the strategic development of the whole organization. The post holder will work and **co-operate closely** with the other CIKE Departments and develop and maintain **successful relationships** with external stakeholders, project partners, and citizens.

# Key accountabilities



To work together with the Director and Senior Management Team, to implement, monitor, and develop the organization's research, operational and financial strategies.



To effectively implement the Košice 2.0 CXI part of the project.



To develop, plan and deliver a high-quality R&D programme within CXI including urban research, service development, mapping, and urban exploration activities, artistic interventions, and installations in public space.



To have overall responsibility for managing, budgeting, contracting, administrating, and delivering CXI activities.



To monitor and review the CXI Department's progress against targets set, and report to the Director on a regular basis.



To monitor, report on, and ensure the quality of all aspects of the CXI and its staff, and to respond to any issues with regard to practice, probity, and management.



To appraise Department's personal performance with the Director, reviewing development and training needs, on an annual basis.



With the Director, to manage ongoing relationships with Public Funding Bodies and statutory authorities.



To manage the relationships with all external partners, stakeholders, and suppliers of the CXI Department.



To liaise with appropriate Senior Management staff to maximize existing and develop new funding and commercial income streams.



To undertake any *ad hoc* projects and tasks required in line with the defined strategy and the overall development of CIKE as advised by the Director or Board.



To operate within the general strategies determined by the Board and to manage the CXI Department within agreed project activities, organizational strategies, and budget guidelines.



To attend Board Meetings as required.



To assist the Head of Marketing and Marketing Department in developing strategies for the effective promotion of CXI activities.



To represent CIKE at appropriate meetings, conferences, events, and festivals.



To adhere to the Vision and Values of CIKE and contribute to the development of the Organisation.



To contribute both directly and indirectly to the successful implementation of the company's Equal Opportunities Policy.

# Job requirements

## Management skills

- Planning, implementation, and review
- Managing and analyzing information
- Confident in strategic development and change processes
- Preparing and managing budgets over 50,000 €

## People skills

- Proven leadership ability and able to inspire and motivate co-workers and teams
- Managing external relationships
- Managing staff and volunteers
- Communications and influencing

## Fundraising & financial skills

- Implementation of projects supported by EU and SK grant schemes (preferable)
- Budget reporting

## Personal effectiveness

- Creativity
- Time management
- Excellent communication skills
- Self-motivated and able to work alone and as part of a team
- A good sense of humor (preferable)
- Able to work effectively and calmly under pressure
- Flexible approach to working hours – some evening and weekend work will be required


## Experience

- **At least 3 years proven, relevant management experience, 3 at a senior management level within the research, service design, urban development, or cultural and creative industries**
- Experience in managing and delivering successful cultural and or creative industries national and international projects/partnerships (preferable)
- Experience in large-scale international cooperation (preferable)
- Experience in delivering to target
- Strategic planning and reporting
- Managing public relations, speaking in public and to media (preferable)
- Working with boards, stakeholders, and senior figures in the research, service design, and urban development (preferable)
- Experience of reporting both orally and in writing to funding bodies (preferable)

## Qualifications

- Educated to University second degree level or equivalent
- Well connected on an international level (preferable)
- Knowledge of spreadsheets and presentation programmes
- Knowledge of the cultural and creative industries in Slovakia (preferable)
- Knowledge of research methods, data analysis (preferable)
- Knowledge of citizen-centered service design (preferable)
- Knowledge of urban development (preferable)
- Knowledge of art-based interventions and research methods (preferable)
- Knowledge about national and EU policies in the cultural and creative sectors (preferable)
- Be fully computer literate with a good working knowledge of MS Office
- Knowledge of current Health and Safety legislation (preferable)
- Knowledge of current employment law legislation (preferable)

## Other requirements

- Commitment to the vision of CIKE
  - Excellent English language speaker and writer (preferable)
  - Energy, warmth, and intelligence
  - Commitment to citizens and clients service
  - Commitment to quality
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# What are the benefits of working at CIKE?



**Creative and meaningful work**



**Young and friendly team**



**Possibility to adjust your work time**

Flexible work time, home office



**Participation in interesting events**

Art & Tech Days, conferences, workshops, teambuildings



**Material benefits**

Computers, technology, software

# How can you apply for the position?

Fill in the [application form](#).



Send it to [office@cike.sk](mailto:office@cike.sk) and state that you would like to take part in the selection process.



Deadline for applications is **15th of May 2022**.



We will contact you with further information.