

Embassy of the Kingdom of the Netherlands

Job Profile Business Developer / Economic & Trade Policy Officer

Date: August 2017

A. BASIC DETAILS

Job title	: Business Developer / Economic & Trade Policy Officer
Local/posted from The Hague	: Local
Unit/mission	: Santiago de Chile
Local scale	: 9

The Business Developer / Economic Trade Policy Officer (hereafter, the policy officer) will be working on the promotion of the Dutch economic and commercial interests in Chile and in the Pacific region: Chile, Peru, Colombia, Mexico and also Panama and Costa Rica.

The policy officer will work 50 percent of his/her time as a member of the regional 'business developing team' for the 6 Dutch embassies in the countries mentioned above, and 50 percent for the economic policy team of the Embassy of the Netherlands in Chile.

The policy officer will work under joint supervision of the Regional Business Developer (RBD) based in Lima, Peru and the Deputy Head of Mission (DHOM) at the Embassy in Chile.

In the Embassy, policy activities are clustered in the economic policy pool headed by the DHOM and falling under the Ambassador. The policy officer is part of this policy cluster. The DHOM will act as line-manager and is responsible for the overall performance and evaluation of the policy officer. The RBD in Lima is a crucial informant within this process.

This is a recently new position and the role of the officer is serving both as a member of the embassy policy team as well as a member of the business development team, which requires development of synergy between both roles and responsibilities. The creation of such synergy is responsibility of both the policy officer as well as DHOM and the RBD. The main focus of the policy officer will be one of our priority sectors: harbour development & logistics (Chile) and for the following regional theme: "smart cities"

SPECIFIC INFORMATION

Tasks and responsibilities

General:

- The policy officer will assist in organising programs for visiting companies/Dutch public authorities.
- The policy officer follows up on incoming trade queries. He/she is one of the points of contact for RVO (Dutch trade promotion organization).
- The policy officer is responsible for effectively implementing the Business Market Scan Instrument
- The policy officer will actively seek to achieve the objectives as stated in the annual plan for the economic department.

As member of the regional business development team

- The policy officer is responsible for identifying business opportunities in the region for Dutch companies for his/her relevant sector and in close cooperation with other Dutch embassies in the region.
- The policy officer will coordinate a network of colleague policy officers working at other embassies on his/her relevant sector/ theme.
- The policy officer is responsible for maintaining and creating a high value network, identifying business opportunities, and identify and address risks for his/her relevant sector/ theme.
- The policy officer is responsible for the implementation of strategic initiatives for his/her relevant sector/ theme which contribute to the goals of economic diplomacy (trade missions, participation in exhibitions, market research, etc)

As a member of the embassy policy team

- The policy officer stays informed about developments in Chile to allow him/her to identify business opportunities for Dutch businesses and will be an active source sharing information within the embassy. This means that he/she will have to attend relevant seminars, meetings, Chamber of Commerce activities, and other network events.

- The policy officer will be a primary source of information within the embassy on doing business in Chile for his/her relevant sector. In this framework he/she is a primary source of information on all locally applicable regulations and procedures relevant for Dutch companies seeking to develop commercial activities in Chile.
 - The policy officer draws up and carries out plans for individual activities/promotional projects in close coordination with DHOM.
 - The policy officer will, when needed, assist in all embassy activities.
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B.1.1 RESULT AREAS AND RESULTS

- 1. Developing structural strategic initiatives**
 - 2. Economic and trade analysis**
 - 3. General trade activities**
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B.1.2 PERFORMANCE

- Implementing general economic/trade policy into country and region specific policy and guidelines;
- Contributing to the plans and goals formulated in the annual plan and in line with the goals for economic diplomacy.
- Developing and maintaining relevant (commercial) network in Chile.
- Provide relevant information to Dutch businesses through various means such as:
 - working together with the RVO and other relevant business associations and organizations in The Netherlands
 - Answering questions by social media, telephone, e-mail, and official letter
 - Providing information on various regulations, laws and policy measures;
 - Write background analyses on his/her relevant sector.
- Registration of all trade queries in the online registration system Achilles;
- Gather and share relevant information by:
 - Monitoring developments in priority sectors;
 - Building up knowledge of local parties and companies;
 - Building up knowledge of Dutch companies and organizations;
 - Keeping up to date on the major projects in Chile.
- Providing more general support e.g. with regard to:
 - Dealing with diverse incoming questions and queries.

- Assisting in organising commercially and culturally relevant events.
- Assisting with reception of visiting delegations.
- Filing independently of all relevant information in Sophia.
- Skill and attitude
 - Team player within the embassy.
 - Smooth communicator both orally as in writing
 - Willingness and ability to cooperate within the RBD team (Santiago – Lima – Panama connection) and towards the other Dutch embassies in the region.
 - Willingness and ability to build relationships and networks, and maintain them
 - Willingness and ability to get relevant stakeholders enthusiastic about business opportunities in order to create support.
 - Willingness and ability to multi-task and perform tasks not explicitly set out in job description: quality needed for all those functioning in small embassy setting
 - Willingness and ability to work over time when occasionally needed.

B.2 FRAMEWORK

- Developing structural strategic initiatives for his/her relevant sector which contribute to the goals of economic diplomacy (such as positioning, presentation, employment etc.
 - Economic and trade analysis and transforming economic/trade policy into country/region specific policy and guidelines
 - Handling trade activities for his/her relevant sector
 - Assessment based on the quality of the work delivered
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B.3 CONTACTS

- Colleagues within the embassy and other Dutch embassies (Colombia, Costa Rica, Mexico, Panama and Peru) within the region
 - Colleagues at relevant government departments in the Netherlands, e.g. RVO, MFA in The Hague (Directorate for International Entrepreneurship, DG External Economic Relations of the Ministry of Foreign Affairs)
 - Counterparts within Chile (both at government level and in the private sector)
 - Clients / Dutch business approaching the embassy with trade queries.
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B.4 KNOWLEDGE AND SKILL REQUIREMENTS

Level of education: university level.

Level of experience: some years of relevant experience is preferable.

- ❑ Knowledge of local corporations, relevant government bodies, influential within Chile's business network, and the various links between these.
 - ❑ Knowledge of local markets, new developments and trends.
 - ❑ Knowledge of the local rules and regulations relevant for Dutch businesses.
 - ❑ Knowledge of the Dutch economy and international economic policy, including the (financial) programmes open for Dutch businesses doing business internationally.
 - ❑ Where relevant in the context of the economic work; knowledge of the political situation in Chile and the region.
 - ❑ Skilled in all relevant IT use: Windows-driven MS Office programs such as Word and Excel, Outlook.
 - ❑ Knowledge of and skilled in documentation and archiving techniques.
 - ❑ Essential: skilled in external communication, both orally and in writing in professional Spanish and English language. Knowledge of Dutch is an asset.
 - ❑ Essential: given the small size of our team we are seeking a true multitasker who is willing to take on tasks also out of the context of the formal job description and act as a back-up for the Economic and Trade Officer.
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B.5 LEVEL OF EDUCATION / ADDITIONAL TRAINING AND KNOWLEDGE

- University graduate, preferably masters level
 - Some years of relevant experience in project management or business development in a commercial environment is preferable
 - Fluent in professional English and Spanish (written and spoken). Knowledge of Dutch an asset.
 - Affinity with commercial and economic work
 - Experience with commercial work, economic analyses
 - Work experience in private sector appreciated
 - Excellent computer skills (Windows, Office, Outlook)
 - Excellent communicator
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B.6 TYPE OF EMPLOYEE REQUIRED

Enthusiastic practical person, honest and result-driven. University graduate with excellent language skills. Insight and/or experience in local commercial work. Good knowledge of the local commercial players and insight in Chile societies and economy. Independent worker, hands on mentality, team player, good planner, able to deal with stress, eager learner, multi-tasker.

C. WORK ENVIRONMENT

The duties of the Policy Officer will be performed within the policy-unit of the Netherlands Embassy. Locally employed officers (fulltime) work flexible hours 37,5 hours a week. The officer works in close contact with the DHOM, but needs to be able to work independently. Close consultations with the parties involved regarding events, experiences, policies and follow-up are needed.

The Embassy in Chile is a small embassy:

- The Ambassador
- The Counsellor/Deputy head of mission also Head of Economic Department; replacing Ambassador.
- Economic Policy Officer (senior)
- Trade and Cultural Officer (junior)
- Operational Manager
- Consular Affairs Officer
- Embassy Office Manager
- Driver/messenger
- Cleaner