Europeum seeks: Stakeholder Manager (SMO)

Vacancy details

Application start date: 9 November 2026

Application deadline: 30 November 2026, 12:00 CET

Job position: Stakeholder Manager (SMO)

Start date: January 2027

Employer: EUROPEUM-EDIC

Contract: Full-time employment

Working hours/dedication: Full-time

Working arrangement: Hybrid, combining days at our Brussels headquarters with remote working

Location: Belgium (Brussels headquarters, hybrid); travel to Member State meetings and European events

Working language: English

About Europeum

EUROPEUM-EDIC (European Digital Infrastructure Consortium) is a new European legal entity, created by a consortium of Member States, to manage the production phase and expansion of the **European Blockchain Services Infrastructure (EBSI)**. Our mission is to provide a decentralised, secure and interoperable trust infrastructure, essential for deploying cross-border EU public services (digital diplomas, digital identity, etc.), thereby strengthening Europe's cyber-resilience and digital sovereignty.

Your Role

EBSI only works if many different players move together: the Member States that own Europeum, the node operators that run the network, the European Commission, and the public bodies and companies that build services on top of it. Reporting to the Executive Director, the **Stakeholder Manager** will make sure each of them knows where EBSI is going, sees what is in it for them, and has a clear and trusted contact at Europeum.

This is a **relationship and alignment role**. You will build Europeum's stakeholder strategy, keep our members and partners engaged and informed, bring new Member States and partners on board, and turn what you hear from the ecosystem into clear input for Europeum's decisions.

> **Who you will work with:** Member State representatives and the EDIC governance bodies; EBSI node operators; European Commission services, in particular DG DIGIT, and other EU initiatives (such as the EU Digital Identity Wallet); Application Service Providers (ASPs), solution providers and industry associations; standardisation bodies; and Europeum's own technical, product, communications and business development teams.

Key Responsibilities

1. Stakeholder Strategy & Mapping

- Build and maintain Europeum's stakeholder map, with each group's interests, influence and level of engagement.
- Define and run an engagement plan per stakeholder group, with clear objectives, owners and channels.
- Keep stakeholder information complete and up to date in the CRM, and track engagement over time.

2. Ecosystem & Partnerships

- Build working relationships with node operators, ASPs, solution providers, industry associations and related EU initiatives.
- Identify and develop partnerships that increase EBSI adoption, together with the business development team.
- Represent Europeum in working groups, consultations and European events, and follow relevant policy and standards developments (eIDAS, EU Digital Identity Wallet, interoperability).

3. Engagement, Feedback & Reporting

- Plan and send stakeholder communications.
- Organise workshops, user forums and questionnaires, turn the feedback into input for the roadmap and service improvements, and report back on what changed.
- Manage expectations and sensitive situations, and escalate early when interests conflict.
- Contribute to grant deliverables and KPI reporting, and report regularly to management and the governance bodies on engagement, risks and opportunities.

4. Use Case Intake & Onboarding

- Run the EBSI use case pipeline from initial contact to production.
- Work with the internal team on use case onboarding blockers.
- Keep the pipeline tracker, onboarding checklist and success stories up to date.

5. Commission, Member State & Governance Relations

- Act as the day-to-day counterpart for Commission services on joint workstreams, and produce briefing notes, minutes and plans.
- Act as the main contact for Member State representatives, and support outreach to Member States that are not yet members, from first contact to accession.
- Prepare governance meetings with the Executive Director (agendas, briefings, positions, follow-up), and support the set-up of governance bodies.

What success looks like in your first year

By month 3	You own the use case pipeline and you are the known contact for every active use case, Member State representative and key partner. The stakeholder map and engagement plan are agreed.
By month 6	A regular engagement rhythm is running (governance briefings, operator, wallet and user forums, newsletters).
By month 12	New use cases have reached production and have published success stories. The satisfaction baseline is measured and improving. New Member States or strategic partners are in active talks or have joined, and stakeholder feedback is visibly reflected in Europeum's roadmap.

Your Profile

- **Background**: a technical background (e.g. IT, computer science or engineering) followed by work in **consulting or in EU or national institutions**, where you moved from the technology to the people and decisions around it. Candidates with this profile are particularly encouraged to apply.
- **Experience**: 5+ years in stakeholder management, IT or digital consulting, public affairs, partnership management or programme coordination, ideally in digital policy, eGovernment or technology.
- **DG DIGIT**: familiarity with the European Commission's Directorate-General for Informatics (DG DIGIT), its programmes and ways of working, for example through work with or for DIGIT, on EBSI or on related EU digital programmes. This is essential for the role.
- **Public-sector track record**: you have worked with national administrations, EU institutions or multi-country consortia, and can give examples of bringing parties with different interests to a shared outcome.
- **Network**: an existing network in the European digital public sector or digital identity ecosystem is a strong plus.

- **Understanding of the field**: you can discuss digital identity, verifiable credentials and trust services with engineers and explain them in plain terms to decision-makers.
- **Writing**: you write clear briefing notes, positions and reports for senior and non-technical readers.
- **Tools**: experience with a CRM or stakeholder management tool (e.g. HubSpot) and standard collaboration tools.
- **Language**: Fluency in English (C1/C2) is essential; French or other EU languages are a strong plus.
- **Education**: Master's degree in Computer Science, Engineering, Information Systems, European Affairs, Political Science, Public Administration, Communications, Business Administration or a related field.

Soft Skills

- **Diplomacy with backbone**: you build trust with very different stakeholders and can still deliver a clear message when interests clash.
- **Listening first**: you understand what each stakeholder needs before proposing what Europeum can offer.
- **Reliable follow-up**: every commitment made to a stakeholder is tracked, dated and delivered.
- **Clear communication**: you adapt to audiences from developers to ministers, in writing and in the room.
- **Organised and self-driven**: comfortable working remotely in an international team and managing many relationships at once.

Preferred Qualifications

- Experience in an EDIC, intergovernmental consortium, EU-funded programme or EU agency.
- Familiarity with EBSI, the eIDAS Regulation and its trust services, the EU Digital Identity Wallet and related large-scale pilots.
- Experience with blockchain/DLT, trust services or other multi-party digital infrastructure.

What We Offer

- The opportunity to **shape how Member States, institutions and industry work together** on a European trust infrastructure.
- Work at the core of European digital transformation, with a direct impact on the public services of tomorrow and on partnerships with the private sector.
- A **hybrid** position based in **Belgium**, combining days at our Brussels headquarters, close to the EU institutions, with remote working.
- Travel to Member States for coordination meetings and European events.
- An international, stimulating and high-growth working environment.
- Competitive salary aligned with market standards.

Selection Procedure

EUROPEUM's selection and recruitment process is transparent and non-discriminatory. EUROPEUM provides equal employment opportunities to all applicants. The selection and recruitment process will be conducted in English.

Application Submission

Applications should be addressed to Gaia Esposito, Office Manager, and submitted via email to Gaia.Esposito@europeum.eu as a single PDF file, with the following email subject: "Application for the EUROPEUM Stakeholder Manager (SMO) position". **The application deadline is 30 November 2026, 12:00 CET.**

The application should include the following documents in English:

1. **Cover Letter**:
    - Describing the applicant's suitability for the position and motivation to join EUROPEUM, including one example of a situation where the applicant aligned stakeholders with different interests.
2. **Curriculum Vitae**:
    - Detailed CV of the applicant.
3. **References**:
    - Names and contact details of at least two people who can provide references for the applicant's previous professional experience.

Selection Process

The selection process consists of the following steps:

1. **Initial Screening**:
    - Based on the written application and CV. Candidates who meet the requirements will be shortlisted.
2. **Interview**:
    - Shortlisted candidates will be invited by the selection committee to an interview, which will include a case exercise: mapping the stakeholders for an EBSI scenario and preparing a short briefing note for a Member State representative.
3. **Final Selection**:
    - Based on the overall assessment of the application, CV and interview performance. The expected start date is January 2027.

Additional Information

- Any questions about this vacancy should be sent to Gaia.Esposito@europeum.eu.
- Personal data submitted with applications will be processed solely for the purpose of this recruitment procedure, in accordance with the General Data Protection Regulation (EU) 2016/679, and will not be kept longer than necessary.