



**KEEP
CALM
AND
WORK AT
THE
HI OFFICE**



Inclusivity
Programmes
Partnerships
Engagement
Stronger
Authenticity
Sustainability
Understanding
Support
Learning
Together
Standards

HI-Connect at the International Office



About the International Office

The International Office delivers services to the National Associations of the HI network. Every day, we are in touch with colleagues from around the world to provide them with the tools to support them to deliver our common mission. As a HI-Connect participant, you will have the opportunity to experience the mechanism behind our vast network and to see "behind the scenes" of the exciting, complex and diverse HI network.

24 colleagues, working in **5** teams

- Operations
- Programmes, Standards & Sustainability
- Partnerships
- Engagement
- Support

8 main values We...

Sustainability ...are passionate about Sustainability

Trustworthy ...deliver on our promises, we are open and honest

Responsibility...take ownership for everything we do

Open-minded...listen to and consider other people`s ideas

NA-focussed ...are attentive to our network`s needs

Genuine ...are exactly who we appear to be

Engaged ...are committed to the organisation and its goals

Resourceful ...are able to devise ways and means to create solutions



About the International Office

Focus on our teams

Programmes, Standards and Sustainability

PSS team takes care of core programmes and activities related to conference decisions. Those include our standards, membership or HI-Q&S. The team also oversees global programmes to help deliver the mission and have a positive impact on the environment, society and economy such as HI Sustainability Fund, Sleep for Peace or HI-Connect.

Partnerships

This team explores and identifies strategic partnership opportunities to increase network awareness, empower National Associations, promote the mission and to support our programmes and standards. They make sure the right connections are established and maintained, providing measurable results.

Engagement

This team is like the eyes and ears, building knowledge and insight about what the National Associations are working on, how satisfied they are, what their priorities are and how the office can help. Engagement thrives on diversity, languages and communication.

Support

This team is responsible for the functions which enable the smooth running of the International Office and the Board - namely Finance, HR, Governance, IT and Office Management.

B2C Operations

The role of the operations team is to support B2C activities, including digital marketing, supporting customers, hostels, with booking queries, and use of our Backoffice system. They monitor website performance and work on improvements to hihostels.com and Myhostel. It is that team who run notably the HI360 platform that powers 4 websites and 8 booking engines.



About the location



The International Office is located in England, United Kingdom, precisely in Welwyn Garden City, a 1 minute walk from the train station. It is approximately 20 miles from London Kings Cross station (Central London). It is a very quiet and safe place, with all the necessary amenities and easy transit options to explore the country.

Some useful links:

Weather: weatheronline.co.uk

Activities: Timeout.com/london

How to get around:

The UK is very well connected by public transport. When you are in London, the "tube" will be a particularly easy way to get around. The underground network allows you to get pretty much anywhere in the city. Also, numerous busses criss-cross London, making it very easy to hop on one to get where you want to be. The TFL website will help to plan your journey: <https://tfl.gov.uk/plan-a-journey/>

To get to and from the office from London, it will be easier by train. This website will help you to get around:
<http://www.nationalrail.co.uk>

Apart from London, there are many interesting places that you can visit nearby: Cambridge, St Albans, Brighton, the Cotswolds, Oxford, etc.





**WEATHER IN
ENGLAND IS
LIKE A BOX OF
CHOCOLATES**

About the mobility activity

Duration 2 weeks

Schedule Our office hours are normally between 9am and 5.30pm, from Monday to Friday. The HI-Connect participant will be expected to be at the office for these hours (equivalent of 7.5 hours a day). You will receive an induction as well as an introduction by each team to their work. Depending on your background and motivation, you will be called to work with specific teams. This will all be indicated in your activity agreement.

Cost split Our office will pay for your ground transportation to/from work, your accommodation and half board (breakfast and lunches) for every day of the mobility activity.

Eligibility and selection process

Language requirement You will need to speak English fluently in order to maximise your experience with us. We will organise a Skype meeting with you prior to your visit. This will enable us to survey your expectations as well as assess your level of English.

Selection We will require a motivation letter. The motivation is at the core of our selection process, as we want to make sure we prepare a programme tailored to your ambitions and also that the experience will be as beneficial as possible for all parties involved. Get in touch with the person in charge in your association and they will let you know how to express your interest.





**WE
CAN'T
WAIT TO
SEE YOU!**

Question? Get in touch! pss@hihostels.com

