International House Helsinki
Your entry to working and settling in Helsinki area

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International House Helsinki (IHH)

is a one-stop shop that offers most of the information and public authority services needed by international newcomers in the Helsinki capital region under one roof. IHH also serves companies and employers on issues related to international workforce.

✓ hosts 10 service providers.
✓ has a staff of approximately 40 people.
✓ operates regionally and is coordinated by the city of Helsinki.
✓ had over 31,000 registered customers and over 52,000 visitors in 2018.
✓ started as a pilot project in December 2017.
GOALS

✓ to make the Helsinki region a more attractive and a more welcoming destination for international talents.

✓ to secure the availability of skilled labour by helping companies and employers to attract and retain international talent.

✓ to create smoother and faster transitions into the society and the local labour market.

✓ to improve the cost-efficiency of public service delivery by increasing cross-administrative co-operation, sharing information and eliminating overlap of duties and functions.
for internationals

Registration of EU-citizens
General information & guidance
Registration, ID number & change of address
Tax card/number & tax counselling
Social security & benefits
Employment counselling & registering as a jobseeker
Pension insurance & A1 certificates
Employee rights advisory service

for employers

Employer counselling service
offers free advisory and counselling services to companies and employers on issues related to international workforce.

Service Advisor is an easy-to-use online service that helps an international newcomer to find the right services and tells, for example, what documentation to bring along to the visit.

Each user of the service receives a personalized checklist of things to know and to do, which can be printed out or sent to one’s personal e-mail.
TOP 3 SUCCESSES & CHALLENGES

- Faster service delivery
- Improved customer experience
- Better reach of target group

- Heterogenous client base & differing customer needs
- No shared database
- Restrictions posed by national legislation
### DOS & DON'TS

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<td>o identify the interests of different stakeholders and find ways to bring added value to them.</td>
<td>o choose partners or services on the basis of their availability or willingness to collaborate – make decisions based on the customer need.</td>
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<td>o invest time in building a sense of shared purpose and commitment.</td>
<td>o spend too long planning or aiming for perfection before testing models.</td>
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<td>o make a visit to International House a necessity for talents (for maximum impact).</td>
<td>o underestimate the need to continue engaging and motivating stakeholders once the initial goal has been reached.</td>
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<td>o establish a clear leadership structure.</td>
<td>o lose sight of the long-term vision when pragmatic constraints force to compromise on the execution of that vision.</td>
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<td>o work with what you have and improve incrementally.</td>
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