

International House Helsinki

Your entry to working and settling in Helsinki area



Helsinki



INTERNATIONAL
HOUSE HELSINKI

Elina Nurmi / 3.4.2019
City of Helsinki, Economic Development
elina.nurmi@hel.fi

KEY FACTS & FIGURES

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**.

10 service
providers; over
52 000
visitors
annually



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.

Helsinki



INTERNATIONAL
HOUSE HELSINKI





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

Helsinki



for employers

FINNCHAM

Employer counselling service

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



ihhelsinki.fi

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.

Mentoring programs

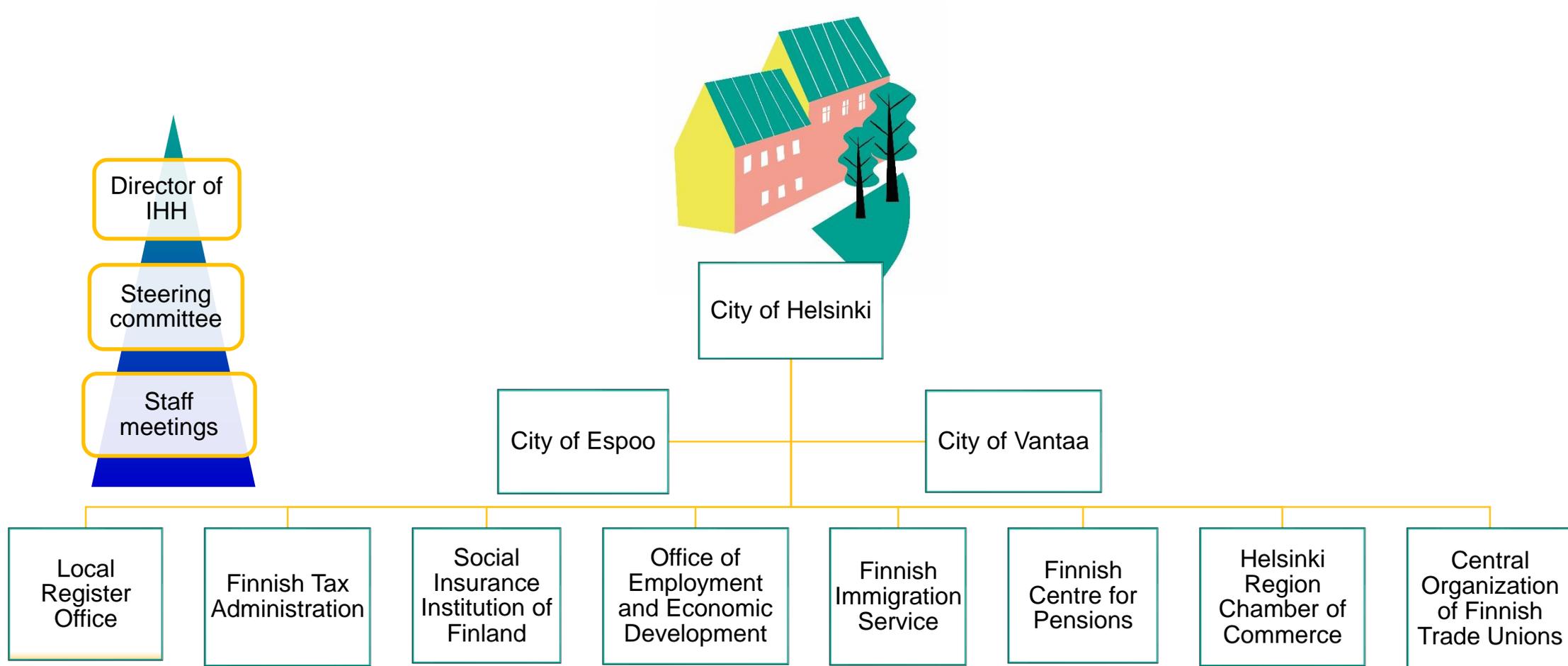
Spouse program

Match-making



INTERNATIONAL HOUSE HELSINKI

STAKEHOLDERS & MANAGEMENT



Helsinki

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

DO

- identify the interests of different stakeholders and find ways to bring added value to them.
- invest time in building a sense of shared purpose and commitment.
- make a visit to International House a necessity for talents (for maximum impact).
- establish a clear leadership structure.
- work with what you have and improve incrementally.

DON'T

- choose partners or services on the basis of their availability or willingness to collaborate
 - make decisions based on the customer need.
- spend too long planning or aiming for perfection before testing models.
- underestimate the need to continue engaging and motivating stakeholders once the initial goal has been reached.
- lose sight of the long-term vision when pragmatic constraints force to compromise on the execution of that vision.

