



Role description

Job title	Head of Department
Job family	Management
Job sub-family	Department level (Scientific, Non-scientific)
Entry grade	AD09/AD10
Role summary	Build strategic thought-partnerships with leaders, stakeholders and staff. Set and lead the Department strategy in alignment with the Division and Agency strategy and priorities. Responsible for the management of operations, staff and overall resources of the department. Coach and mentor Heads of Service, staff and teams to deliver business results while paving the way for their growth and development.
Standard role duties & responsibilities	Perform duties reserved only for the Temporary Agent contractual category. Provide input and actively engage in the strategic planning process and strategic initiatives that are central to the Agency and the Division; Translate strategic priorities of the Agency and the Division into concrete Departmental plans/ work programmes by driving collaboration across functions/ services/ offices; Provide steering, guidance and operational management on strategic priorities and programmes to the Department and keep the Department well-informed, motivated and accountable; Drive timely delivery of management reporting ensuring information from the relevant governance bodies and senior managers is well understood and cascaded; Lead and manage matrix activities as necessary (e.g. product teams, <i>ad hoc</i> task forces); Responsible for ensuring that organizational capabilities, required to meet department's objectives, are planned and allocated appropriately; Establish and oversee departmental objectives and performance indicators; ensure the department delivers objectives effectively and efficiently and that all related activities are conducted in accordance with organisational policies, processes and standards; Able to recognise employees' strengths and value to successfully delegate responsibilities.



Role specific duties & responsibilities	The specific tasks of an individual job holder, linked to this role description, are further detailed and referenced in: activities of the organisational entity within which the job holder carries out those tasks; the set of annual performance and development objectives, which are established together with the reporting officer; the requirement to comply with SOPs, WINs, Confidentiality Undertaking and other documentation relevant to the role and its scope. These will be agreed upon with the reporting officer upon assuming duties.
Managing resources	Define, communicate and delegate work priorities to Heads of Service/ Office/ WS. Actively involved in the direction, planning, coordination and review of the work of others within the Department; Understand business needs to effectively optimize and manage resources, mostly human and financial, and scale processes to allow the department to efficiently operate and deliver against objectives; Coach, mentor and develop Heads of Service/ Office/ WS and manage their performance; Act as an Authorising Officer in accordance with the delegation granted and ensure that all relevant financial rules and procedures are followed.
Communication and professional contacts	Required to communicate (verbally and in writing) complex/diverse conceptual ideas and/or information which may be highly detailed, technical or specialist in nature. At this level, the aim of communication is to influence and to change behaviours to comply with a defined objective. The role requires the use of an extensive range of communication techniques to respond to potentially tense, conflicting or highly competitive situations with a significant financial, legal and/or reputational impact. Strategic partnership in the Agency's core business or in connection with a major programme/project. Normally includes a working contact at a higher level, both inside and/or outside (e.g. other senior staff/managers, Executive Director, HMA, EC). Influencing others' thinking/behaviours that comply with a defined objective and negotiating with various parties with mixed interests. Negotiations and discussions at this level involve major resource commitments, agreements on the modification or formulation of policies. In particular, a Head of Department will: Provide timely and clear communication of the department matters to internal stakeholders in order to develop relationships and create a fair and transparent experience; Regularly communicate department's priorities, programmes and initiatives to staff members in an engaging and empowering way; Represent the Agency in meetings with internal and external stakeholders in relation to departmental matters or general Agency matters as required;

	Escalate and cascade information to the Head of Division to enable decision-making, and to Heads of Service/Office/WS for awareness and operational implementation; Establish, manage and maintain trusted relationships and functional networks with domestic and international partners to foster collaboration and drive priorities.
Essential requirements Education Experience Skills & knowledge Certificates	Education A level of education which corresponds to completed university studies attested by a diploma when the normal period of university education is four years or more, or a level of education which corresponds to completed university studies attested by a diploma and appropriate professional experience of at least one year when the normal period of university education is at least three years. Post-graduate diploma in a field relevant to the role. Experience 12 years from the time when a university degree was awarded on completion of a minimum of four years of study. Proficient level of expertise evidenced by 7 years of professional experience in leadership and management at the level required to lead, manage and guide other managers and staff; Experience in financial management and budgeting; Experience in managing a complex stakeholder structure within large international organisations. Skills & knowledge A high degree of competence in organising work, resources and procedures to achieve operational effectiveness. Experience and previous involvement in organizing and leading high-impact strategic initiatives. Certificates n/a
Nice to have Education Experience Skills & knowledge Certificates	Education Master in the field of studies specific to the role; alternatively, certificates or diplomas showing attendance of specialisation courses on matters relevant to the role. <i>Field of study</i> Business Administration, Healthcare Administration, Legal Administration, Political Sciences, (International/European) Management, Communication, International Relations, Languages. Experience Prior work experience in international organisations;

Good knowledge of the Agency's governance and of the workings of the European medicines regulatory network and the EU institutions;

In risk identification and mitigation in the relevant professional area.

Skills & knowledge

Advanced user of MS Office, knowledge and understanding of modern technology and aptitude to learn other IT tools and systems.

Certificates

In Management / leadership.

Category	Competency	Proficiency level
Role competencies	Continuous improvement	Intermediate
	Managing change and transition	Intermediate
Core Managerial competencies	Decision-making	Intermediate
	Coaching and developing	Advanced
	Collaborative team leadership	Intermediate
	Inspiring and engaging	Intermediate
	Relating and networking	Intermediate
	Talent management	Advanced
	Visionary thinking and strategic planning	Intermediate
Core competencies	Ethics and integrity	Intermediate
	Team collaboration	Advanced
	Customer centricity	Advanced
	Results orientation	Advanced
	Communication	Advanced
	Cross-cultural sensitivity	Advanced
	Continuous learning and self-development	Intermediate