

Role description

Job title	Communication Officer
Job family	Corporate functions & administration
Job sub-family	Engagement, Communication, International and Institutional Affairs
Entry grade	FGIV
Role summary (ECD)	Implement communication strategies and create compelling and engaging content that reinforces the reputation of EMA and effectively communicate its public- and/or animal-health messages.
Standard role duties & responsibilities	The duties of the role are performed under the supervision, including guidance and support, of temporary staff. Develop and implement effective communication strategies to deliver EMA's messages to its internal and external stakeholders; Create engaging written, visual and multimedia content that addresses stakeholders' needs; Monitor outreach and the impact of communication activities using analytics, feedback and reporting tools; Assimilate, curate, interpret and visualise EMA data in order to create compelling narratives that meet stakeholders' needs in terms of transparency; Find solutions to communication challenges.
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 with the reporting officer upon assuming duties.
Managing resources	No management or supervision of resources.

Communication and professional contacts

Required to receive and convey information, orally and/or in writing, of a non-routine nature which needs careful explanation and interpretation e.g. explaining or interpreting policies, systems, processes; dealing with matters of a sensitive nature; formulating responses to more complex enquiries; drafting news items, letters, minutes, reports or presentations.

Regular professional contacts with others inside and/or outside the Agency on functional matters. Solicits/gives information, provides advice/guidance and should use initiative. A likely requirement is to influence others' thinking and negotiate with various parties within own job responsibilities. Normally connected to the Agency's core business or a project.

In particular, a Communication Officer will:

work closely with internal and external topic experts and contact points, ensuring accuracy, timeliness, consistency and coherence of written, visual, multimedia and verbal communication deliverables;

help provide strategic advice to EMA staff, including senior managers, on good communication practices and their theoretical background.

Essential requirements

Education
Experience
Skills & knowledge
Certificates

Education

A level of education which corresponds to completed university studies of at least three years attested by a diploma;

Field of study:

n/a

Experience

Up to **3 years** of full time relevant professional experience.

Professional experience from a communication role in an English-speaking communication environment, ideally in a regulatory, medical or scientific field and in an international context;

Experience of and knowledge of good practices in one or more of the following areas:

web editing and management;

media relations;

corporate social-media management;

internal communication.

Skills & knowledge

Writing skills in English, with a proven ability to rework complex concepts into clear, organised and engaging content

Proficient in MS Office suite.

Certificates

n/a

Nice to have Education Experience Skills & knowledge Certificates	<i>Education</i> n/a
	<i>Experience</i> Familiar with carrying out research to understand audiences, their motivations and the impact of communication on them; Experience of one or more of the following areas of work: analytics and monitoring of websites, social media or media; user experience (UX) practices, usability, accessibility and search-engine optimisation; crisis communication; engagement with internal and external stakeholders; organising events; managing engagement with the media; other related disciplines relevant to the role. Of working within a regulatory, medical or scientific environment; Of working in a multicultural environment.
	<i>Skills & knowledge</i> Understanding of the principles and application of behavioural theory in communication; Knowledge of EU pharmaceutical legislation.
	<i>Certificates</i> n/a

FGIV

Category	Competency	Proficiency Level
Role Competencies	N/A	N/A
	Event and meeting management	Basic
Sub-family competencies	Understanding business context	Intermediate
	Corporate communication	Advanced
	Applied knowledge management	Intermediate
Grade competencies	Adaptability and agility	Intermediate
	Coping with pressures and setbacks	Intermediate
	Analysing and problem solving	Intermediate
Core competencies	Ethics and integrity	Intermediate
	Team collaboration	Intermediate

	Customer centricity	Intermediate
	Results orientation	Intermediate
	Communication	Intermediate
	Cross-cultural sensitivity	Intermediate
	Continuous learning and self-development	Basic