



EUROPEAN MEDICINES AGENCY
SCIENCE MEDICINES HEALTH

Role description

Job title	Administrative Assistant
Job family	Corporate Functions & Administration
Job sub-family	Support Functions
Entry grade	FGIII
Role summary	Deliver administrative support to various stakeholders, managing meeting logistics and planning, reporting and contributing to projects covering different areas of activities.
Standard role duties & responsibilities	The duties of the role are performed under the supervision, including guidance and support, of temporary staff. Provide administrative and organisational/logistic support in the preparation and follow-up of internal and/or external meetings; Support the management of the calendar and mail of the Head of Office/Service/ Workstream, including categorising and redistribution within the relevant entity, if assigned; Draft and circulate correspondence such as reports, statistical data, minutes, presentations, and use pre-defined templates and formats; Work with established regulatory processes and guidelines ensuring compliance with the Agency's policies and procedures and in line with legal deadlines and requirements; Contribute to the preparation and management of department-level planning, monitoring and reporting of activities. This includes work programmes, annual and mid-year reporting, financial reports, and other related quality-management activities; Provide administrative support to ex-post and ex-ante audit control; Contribute to integrated quality management (IQM) activities such as preparation and maintenance of standard operational procedures (SOPs) and work instructions (WINs), risk management, key performance indicators and business continuity planning; Administer information requests in line with Agency procedures and monitor and support the handling of internal and external queries; Update and maintain relevant databases in line with applicable standards.

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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	No management or supervision of resources.
Communication and professional contacts	Required to receive and convey information, orally and/or in writing, of a routine/standard nature; receive, understand and transfer factual information without any modification. e.g. following SOPs, WINs, established rules, policies and processes; formulating responses to simple enquiries; drafting simple material, letters, minutes, reports or presentations with clear defined exchanges of information. Standard professional contacts related to normal day-to-day working relations within own job responsibilities. Professional contact limited to the exchange of information requiring courtesy and effectiveness in dealing with others. This may include soliciting and sharing information amongst peers. Contacts with colleagues in roles of higher responsibility will usually be associated to administrative tasks. In particular, an Administrative Assistant will: Act as liaison and the primary point of contact for internal and external parties on all matters pertaining to the (Head of) Office/Service/Workstream and various areas related to administrative processes as described above; Maintain productive and customer-oriented relations with other services of the Agency, senior management and support functions.
Essential requirements Education Experience Skills & knowledge Certificates	Education A level of post-secondary education attested by a diploma, or a level of secondary education attested by a diploma giving access to post-secondary education, and appropriate professional experience of at least three years; <i>Field of study:</i> n/a Experience Up to 6 years of full time relevant professional experience; In dealing with administrative procedures in a capacity of administrative support; In understanding process flows. Skills & knowledge Proficient in MS Office suite;

Nice to have Education Experience Skills & knowledge Certificates	Proficient user of the latest IT technology for virtual meetings and collaborative tools; Knowledge of project management and change management. Certificates n/a
	Education Post-graduate diploma in the field relevant to the role. <i>Field of study:</i> Business administration, management, life sciences or any other fields related to the role. Experience As a Personal Assistant, Office Administrator or in providing administrative support to projects; In working within an EU or national regulatory body; In activities related to human resources. Skills & knowledge n/a Certificates CIPR accreditation or equivalent.

Category	Competency	Proficiency level
Role competencies	Prioritising and organising	Intermediate
	Continuous improvement	Basic
Sub-family competencies	Administrative excellence	Intermediate
	Event and meeting management	Intermediate
	Corporate communication	Basic
	Applied knowledge	Basic
Grade competencies	Adaptability and agility	Basic
	Coping with pressures and setbacks	Intermediate
	Analysing and problem solving	Intermediate

Core competencies	Ethics and integrity	Basic
	Team collaboration	Intermediate
	Customer centricity	Basic
	Results orientation	Basic
	Communication	Intermediate
	Cross-cultural sensitivity	Intermediate
	Continuous learning and self-development	Basic