EUROPEAN MEDICINES AGENCY
SCIENCE MEDICINES HEALTH

Role description

Job title	Change Management Assistant
Job family	Corporate Functions and Administration
Job sub-family	Change, Programme & Project Management
Entry grade	FGIII
Role summary	Support change management for projects. Implements change management strategies to enable stakeholders to adopt change.
Standard role duties & responsibilities	The duties of the role are performed under the supervision, including guidance and support, of temporary staff: Support the creation and effective operation of a change enabler network for a pending change; Support the preparation for change by assessing the magnitude of change (as is versus to be) and the organisation's change readiness and capacity to absorb change; Support and contribute to the co-creation of the Change Management Strategy and plan with the project manager, business sponsor and the project team. Drive the implementation of the Change Management Strategy and Plan; Support identification and analysis of change adoption risks and support implementation of countermeasures; Support and contribute to the identification and mitigation of resistance. Support stakeholder analysis and the design and implementation of stakeholder management activities; Support and contribute to a detailed change impact analysis; Propose metrics to measure change adoption and support tracking, reporting and analysis of metrics as well as follow up actions; Support the creation and implementation of a communications strategy and plan to ensure meaningful communication with stakeholders, in coordination with the project manager, sponsor and change team;

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	Support learning needs analyses as well as design and implementation of training plans to build capability for change, in close collaboration with the project manager, trainers and subject matter experts; Pro-actively exchanges change management knowledge and experience with stakeholders and peers.
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, a Change Management Assistant will: Support management of stakeholders at all levels inside and outside the agency, directly and through others. Communicate using appropriate techniques and approaches, clearly and consistently in line with the agreed strategy. Be able to convey information clearly and concisely, adjusting style according to purpose and audience. Able to persuade and challenge diplomatically.
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; *Field of study:* n/a **Experience** Up to 6 years of full-time relevant professional experience.

	Skills & Knowledge Power Point, Word and Excel; Communication techniques and étiquette; Logic and argumentation. **Certificates** n/a
Nice to have Education Experience Skills & knowledge Certificates	**Education** Degree in communications, (organisational) psychology, human resources management, business administration or similar. **Experience** Managing communications e.g. newsletters or surveys; Presenting to audiences; Leading workshops; Working in a team; Project management; Coaching; Training; Working in institutional environments. **Skills & Knowledge** n/a **Certificates** Professional degree or certificates in i) change management, ii) project management, iii) communications, iv) training design and delivery, v) organizational psychology or vi), human resources,

Category	Competency	Proficiency level
Role competencies	n/a	n/a
	n/a	n/a
Sub-family competencies	Managing change and transition	Intermediate
	Programme and project management	Intermediate
	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