



## Role description

<b>Job title</b>	Communication Officer
<b>Job family</b>	Corporate functions & administration
<b>Job sub-family</b>	Engagement, Communication, International and Institutional Affairs
<b>Entry grade</b>	FGIV
<b>Role summary</b>	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.
<b>Standard role duties &amp; responsibilities</b>	<p>The duties of the role are performed under the supervision, including guidance and support, of temporary staff.</p> <p>Develop and implement effective communication strategies to deliver EMA's messages to its internal and external stakeholders;</p> <p>Create engaging written, visual and multimedia content that addresses stakeholders' needs;</p> <p>Monitor outreach and the impact of communication activities using analytics, feedback and reporting tools;</p> <p>Assimilate, curate, interpret and visualise EMA data in order to create compelling narratives that meet stakeholders' needs in terms of transparency;</p> <p>Find solutions to communication challenges.</p>
<b>Role specific duties &amp; responsibilities</b>	<p>The specific tasks of an individual job holder, linked to this role description, are further detailed and referenced in:</p> <p>activities of the organisational entity within which the job holder carries out those tasks;</p> <p>the set of annual performance and development objectives, which are established together with the reporting officer;</p> <p>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.</p>



<b>Managing resources</b>	No management or supervision of resources.
<b>Communication and professional contacts</b>	<p>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.</p> <p>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.</p> <p>In particular, a Communication Officer will:</p> <p>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;</p> <p>help provide strategic advice to EMA staff, including senior managers, on good communication practices and their theoretical background.</p>
<b>Essential requirements</b> Education Experience Skills & knowledge Certificates	<p><b>Education</b></p> <p>A level of education which corresponds to completed university studies of at least three years attested by a diploma;</p> <p><i>Field of study:</i> n/a</p> <p><b>Experience</b></p> <p>Up to 3 years of full time relevant professional experience.</p> <p>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;</p> <p>Experience of and knowledge of good practices in one or more of the following areas:</p> <ul style="list-style-type: none"> <li>web editing and management;</li> <li>media relations;</li> <li>corporate social-media management;</li> <li>internal communication.</li> </ul> <p><b>Skills &amp; knowledge</b></p> <p>Writing skills in English, with a proven ability to rework complex concepts into clear, organised and engaging content</p> <p>Proficient in MS Office suite.</p> <p><b>Certificates</b></p> <p>n/a</p>

<b>Nice to have</b> Education Experience Skills & knowledge Certificates	<b>Education</b> n/a
	<b>Experience</b> 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.
	<b>Skills &amp; knowledge</b> Understanding of the principles and application of behavioural theory in communication; Knowledge of EU pharmaceutical legislation.
	<b>Certificates</b> n/a

Category	Competency	Proficiency level
<b>Role competencies</b>	n/a	n/a
	Event and meeting management	Basic
<b>Sub-family competencies</b>	Understanding business context	Intermediate
	Corporate communication	Advanced
	Applied knowledge	Intermediate
<b>Grade competencies</b>	Adaptability and agility	Intermediate
	Coping with pressures and setbacks	Intermediate

	Analysing and problem solving	Intermediate
<b>Core competencies</b>	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