



EUROPEAN MEDICINES AGENCY
SCIENCE MEDICINES HEALTH

Role description

Job title	Customer Portfolio Lead
Job family	Information Technology Management (ITM)
Job sub-family	Customer Portfolio Relationship Management
Entry grade	AD06
Role summary	Responsible to plan and execute assigned portfolio, based on business and IT objectives.

Standard role duties & responsibilities	Perform duties reserved only for the Temporary Agent contractual category.
	Deliver upon specific objectives, tasks depending on the related business areas;
	Coordinate and align IT demand and assign to I-SP platforms for the business areas and align across the Agency, network and stakeholders (i.e. industry, NCAs, EMA task forces, EMA division/s);
	Assess demand and translate business needs into actionable initiatives and deliver solutions that enable the continuous improvement of business processes;
	Contribute to the development of the annual and long-term portfolio roadmaps based on strategic business objectives and ensure that all initiatives in the IT portfolio have clear business goals and success metrics;
	Support business prioritisation and consolidation of collected demand to enable delivery and resources planning in collaboration with the Customer Advisory (CA) Customer Portfolio Senior Leads;
	Contribute to the set up and initiation of projects and programmes (proposals) when needed to deliver according to demand;
	Provide input and contribute to the development of portfolio roadmaps, based on ongoing business and IT objectives and partner with key stakeholders to proactively develop new digital solutions;
	Coordinate product portfolio and report on value delivered by I-Division and the impact of Information Management (IM) initiatives and services on business results;

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	Report and communicate proactively progress, challenges and issues, make recommendations and enable business sponsors to make the key decisions that impact initiative outcomes; Measure client satisfaction and develop continuous improvement plans; If applicable, follow the agreed process for transparent and efficient management of contractors; Understand and manage risks and issues.
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	Plan most daily work details within given priorities. May have a direct supervision of one or more people performing related work. Work may include a degree of planning and coordination, including small projects. Understand the service resource planning and alignment with other departments on set-up of agile teams and delivery against plan.
Communication and professional contacts	Required to regularly communicate (verbally and in writing) information, which requires careful explanation and interpretation, taking into account what to communicate and how best to convey the information. Writing and creating information that is specialist, sensitive, confidential, legal and/or regulatory in nature. 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 Customer Portfolio Lead, will: Collaborate with customers, stakeholders, and suppliers to establish a high-level solution intent and the solution intent information models; Collaborate with Customer Portfolio Senior Leads and other relevant stakeholders to determine the capacity allocation.

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. <i>Field of study</i> n/a Experience 3 years from the time when a university degree was awarded on completion of a minimum of three years of study. Professional experience in delivering enterprise software implementations in roles such as project manager, technical architect, technical lead and/or scrum master; Experience in and/or certified training in any agile software delivery; Prior experience of leading supplier teams and building successful working relationships with external delivery partners; Experience in project and/or programme management; Experience in working with a multi-disciplinary team including suppliers/vendors; Skills & knowledge Knowledge and understanding of enterprise architecture. Certificates n/a
	Education n/a Experience n/a Skills & knowledge n/a Certificates n/a

Category	Competency	Proficiency level
Role competencies	Understanding business context	Intermediate
Sub-family competencies	Project and programme management	Intermediate
	Continuous improvement	Intermediate
	Applied knowledge	Intermediate

Grade competencies	Adaptability and agility	Intermediate
	Analysing and problem solving	Intermediate
	Prioritising and organising	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	Intermediate