



EUROPEAN MEDICINES AGENCY
SCIENCE MEDICINES HEALTH

Role description

Job title	Enterprise Content and Records Management Specialist
Job family	Information Technology Management (ITM)
Job sub-family	Enterprise Capabilities Management
Entry grade	AD06
Role summary	Responsible for the design and implementation of the Agency's electronic documents and records management best practices, supporting the transformation towards modern digital collaboration tools.
Standard role duties & responsibilities	Perform duties reserved only for the Temporary Agent contractual category. Develop and implement best practices for electronic documents and records management, storage, and retention while ensuring European regulations are met; Write, update and enforce records management policies and procedures as needed for continuous performance improvement. Includes an inventory of types of documents in use, the requirements for storage, lifecycle and retention requirements, policy on access to different types of documents aligned with information security policies and strategy for external collaboration; Oversee the metadata and folder structure of electronic document management systems; Review and define records management controls in line with the Agency's data protection and internal control frameworks; Provide records management audit support; Proactive risk assessment, gap analysis and management reporting of records management controls and processes; Perform annual reviews of compliance through formal auditing and system reporting; Proactively presents document and records management topics as needed to senior management, European forums, or committees; Guide / work with Divisions, Task Forces and Advisory Functions aligned Records Management Coordinators;

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	Oversight of records management inventories and file plans; SME input for Records Management Policy and Standards.
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.
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.

Essential requirements	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
Education	Experience
Experience	3 years from the time when a university degree was awarded on completion of a minimum of three years of study;
Skills & knowledge	Experience, of preferably a minimum of 3 years, in developing and implementing a corporate Information Management approach in one or more of the following areas: document management, records management or archiving; and implementing related governance frameworks and work practices;
Certificates	Experience in functional management of electronic document and records management systems (e.g. definition of requirements, metadata, retention schedule,

	file plan, acceptance testing, defect handling)); Experience of working with Electronic Documents and Records Management systems, such as – OpenText eDOCs or OpenText Content Server; Experience with data/document migrations, archiving strategy and technical solutions Experience in managing information in accordance with data protection, information security and confidentiality regulations. Skills & Knowledge Knowledge in one or more of the following areas: documents management, records management or archiving; concepts, principles standards and good practices; Knowledge in the area of functional management of Electronic Documents and Records Management systems including configuration requirements, implementation, testing and continuous improvement; Knowledge of change management including stakeholder management. Certificates n/a
Nice to have Education Experience Skills & knowledge Certificates	Education n/a Experience Experience of working with SharePoint Online; Experience in business analysis and process improvement related to Electronic Documents and Records Management systems, e.g. electronic workflows, electronic approval of documents, e-signature; Experience in coordinating cross-organisational projects or groups; Experience in working in an international, multidisciplinary work environment. Skills & Knowledge n/a Certificates Certificate in Electronic Documents and Records Management systems such as OpenText eDOCS or Content Server or collaboration solutions such as MS SharePoint 2016 or higher; Business analysis certification such as IIBA, BCS, or similar; Project Management certificate, preferably PRINCE2; Microsoft (MS) Project and/or MS Visio certificate.

Category	Competency	Proficiency level
Role competencies	Data Protection & Information Security	Intermediate
	Enterprise architecture management	Advanced
	Understanding business context	Intermediate
Sub-family competencies	Quality management	Intermediate
	Continuous improvement	Intermediate
	Applied knowledge management	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