



Role description

Job title	Liaison Assistant
Job family	Corporate Functions and Administration
Job sub-family	Support Function
Entry grade	FGIII
Role summary	Contribute and provide support in coordinating and fostering the Agency's relations with a variety of stakeholders in the operations of the Agency and support scientific and regulatory collaboration between EMA/EU, international network and relevant stakeholders.
Standard role duties & responsibilities	The duties of the role are performed under the supervision, including guidance and support, of temporary staff. Contribute to the preparation of the overall activities of the team, including liaison with other colleagues within the Agency; Prepare and organise relevant meetings including sending out invitations, reserving meeting rooms, tracking attendance, preparing, editing and distributing meeting documents and preparing documents for publication, assisting with note taking and tracking of follow-up actions; Provide secretarial support in relation to the Agency engagement with the relevant stakeholders by facilitating their participation in the different EMA activities in which they are involved; Support the systematic review of relevant communication materials; Prepare and update lists and files relating to the work of the team and ensure that the information is correct and current; Monitor the tracking of assigned stakeholders' participation in EMA activities; Respond and track external enquiries to EMA received from various stakeholders.
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 clearly 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.
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 providing administrative support; In dealing with internal and external stakeholders at all levels. Skills & Knowledge n/a Certificates n/a
Nice to have Education Experience Skills & knowledge Certificates	Education n/a Experience In working within a multicultural environment;

In meeting management support;
In project management support;
In writing for the public;
In working in a highly regulated environment and with complex processes.

Skills & Knowledge

Understanding of the EU regulatory framework.

Certificates

n/a

Category	Competency	Proficiency Level
Role competencies	n/a	n/a
	Prioritising and organising	Basic
Sub-family competencies	Administrative excellence	Basic
	Corporate communication	Basic
	Event and meeting management	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