

Role description

Job title	Meeting Support Assistant
Job family	Corporate Functions & Administration
Job sub-family	Support Function
Entry grade	FGIII
Role summary (ECD)	Responsible for coordination of meetings and assistance to meetings organisers and participants, including budgetary aspects, travel and hotel bookings for delegates and general assistance during meetings with distribution and collection of reimbursement documents for delegates attending meetings.
Standard role duties & responsibilities	The duties of the role are performed under the supervision, including guidance and support, of temporary staff. Support and coordinate meetings and/or large events e.g. liaise with organisers to ensure all aspects of a meeting/event are in line with the expectations; Prepare a variety of internal communication materials in draft or final form in a timely manner using the relevant templates; Meeting management using the Meeting Management System software; Assist visitors and delegates attending meetings at EMA with travel and hotel bookings, as well as process reimbursement of expenses; Prepare quarterly and yearly statistics; Coordinate tender procedures and contract management when applicable; Provide telephone cover, supply information regarding established procedures, policies and organisation; Coordinate tasks for some external contractors, such as reception or catering; Act as an operational initiating agent.
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. In particular, a Meeting Support Assistant will: Liaise with organising Division, National Competent Authorities (NCAs), external parties and supporting services to ensure flow of information.
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; Experience Up to 6 years of full time relevant professional experience. Skills & knowledge Diplomatically skilled; Proficient in MS Office suite. Certificates n/a
Nice to have Education Experience Skills & knowledge Certificates	Education Diploma in meeting and event management. Experience In hotel industry and/or travel business; In data analysis. Skills & knowledge n/a Certificates n/a

FGIII

Category	Competency	Proficiency Level
Role competencies	N/A	N/A
	Contracting and procurement	Basic
Sub-family competencies	Corporate communication	Basic
	Event and meeting management	Intermediate
	Administrative excellence	Intermediate
	Applied knowledge management	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