

Role description

Job title	Scientific Support Assistant
Job family	Corporate Functions & Administration
Job sub-family	Support Function
Entry grade	FGIII
Role summary (ECD)	Provide administrative, regulatory and scientific support to the safety, efficacy or quality aspects of human or veterinary medicines throughout their lifecycle, ensuring consistent outputs of high quality in the context of pre and post authorisation activities.
Standard Role Duties & Responsibilities	The duties of the role are performed under the supervision, including guidance and support, of temporary staff. Contribute to the management and coordination of overall activities relating to pre- and post-authorisation activities; Provide accurate and timely administrative and organisational / logistic support in the preparation and follow-up of internal and / or external scientific, regulatory and procedural meetings; Prepare and ensure publication of relevant documents using pre-defined templates and formats where appropriate; Contribute to the management of files, statistics, data, databases, tracking lists, mailing lists and correspondence relating to the specific tasks assigned; Develop and update SOPs (Standard Operating Procedures), WINs (Work Instructions), user manuals, guidance documents and templates; Use administrative and procedural knowledge to identify potential difficulties, escalating issues to scientific staff and management as necessary; Contribute to the development and improvement of the processes.
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 Scientific Support Assistant will: Provide regulatory and procedural support and guidance within scope; be the first contact point for the relevant internal and external stakeholders (e.g. European Commission, colleagues in other parts of the Agency, (co)rapporteurs, applicants, National Competent Authorities); Co-operate with colleagues across departments and divisions in the Agency.
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; Field of study: n/a Experience Up to 6 years of full time relevant professional experience; In working in a regulatory environment characterised by processes and procedures, SOPs, WINs or other guidance documents; In database management and analysis and reporting; In stakeholder management; In working in public or regulatory sector. Skills & Knowledge Administrative skills; Knowledge and understating of commonly used IT tools, applications and systems, including MS Office, teleworking tools and meeting platforms. Certificates PA/administrative skills.

Nice to have Education Experience Skills & knowledge Certificates	Education Bachelor in the field of studies specific to the role; alternatively, certificates or diplomas showing attendance of specialisation courses on matters relevant to the role; Administrative background.
	Experience Proven professional experience of at least 3 years; In document management systems and managing complex administration; As administrative/project/team/personal assistant; In organising large and complex meetings/events with multiple stakeholders; In working in different EU regulatory bodies or multinational organizations.
	Skills & Knowledge Proof-reading skills; Knowledge and understating of commonly used IT tools and systems, such as SIAMED, EPPIT, EVVET, and meeting platforms; Knowledge of the EU regulatory framework; Knowledge of (business) process management.
	Certificates Certified administrative professional; Medical assistant; Business writing and document production; Technology and information distribution; Records management; Event and project management.

FGIII

Category	Competency	Proficiency Level
Role competencies	Continuous improvement	Intermediate
	Prioritising and Organising	Basic
Sub-family competencies	Administrative excellence	Intermediate
	Event and meeting management	Intermediate
	Corporate communication	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