



EUROPEAN MEDICINES AGENCY
SCIENCE MEDICINES HEALTH

Role description

Job title	Scientific Support Coordinator
Job family	Corporate Functions & Administration
Job sub-family	Support Function
Entry grade	AST03
Role summary	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	Perform duties reserved only for the Temporary Agent contractual category. 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;

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	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 non-routine nature which needs careful explanation and interpretation e.g. explaining or interpreting policies, systems, processes; dealing with matters of a sensitive nature; formulating responses to more complex enquiries; drafting news items, letters, minutes, reports or presentations. 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 Coordinator will: Provide regulatory and procedural support and guidance within scope; be the first contact point for 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, <i>Field of study</i> n/a Experience 6 years from the time when a post-secondary education diploma was awarded; where the official duration of the course is less than three years, the difference shall be deducted from the 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 reviewing and drafting SOPs/WINs and updating regulatory documents and guidance; In working in public or regulatory sector.

Nice to have Education Experience Skills & knowledge Certificates	Skills & Knowledge Administrative skills; Knowledge and understating of commonly used IT tools, applications and systems, including MS Office, teleworking tools and meeting platforms. Certificates (Business) Process management.
	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 6-7 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 process improvement; In project management. Skills & Knowledge Drafting and reporting skills Knowledge of Oracle, JIRA, IRIS and general user of databases; Understanding of basic medical terminology; Knowledge of the EU regulatory processes and procedures of the life cycle of medicinal products with high level knowledge in guidelines, policies and procedures. Certificates Proficient command of IT/software/MS Office suite; (Business) Process management; Lean Greenbelt certification in process management.

Category	Competency	Proficiency level
Role competencies	Analysing and problem solving	Intermediate
	Continuous improvement	Intermediate
Sub-family competencies	Administrative excellence	Intermediate

	Event and meeting management	Intermediate
	Corporate communication	Intermediate
	Applied knowledge	Intermediate
Grade competencies	Adaptability and agility	Intermediate
	Coping with pressures and setbacks	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