

The European Patients' Forum (EPF) is recruiting an

## **Office Manager**

**Full-time (100%) position**

**CDI**

**Deadline: 3 December 2023**

**Starting date: As soon as possible**

**Interviews will take place on a rolling basis**

**Location: EPF Secretariat offices, 180 Chaussée d'Etterbeek, 1040 Brussels**

## **BACKGROUND**

The European Patients' Forum (EPF) is one of the most prominent civil society organisations active in health policy at European level. EPF is the umbrella organisation of patient organisations across the EU and a driving force to advance patient empowerment and involvement in EU health policy debates. EPF's vision is to ensure equitable access to high-level, patient-centred care for all patients in Europe.

EPF engages in policy advocacy and campaigning and participates in EU-funded projects. We organise educational and policy events, and capacity-building initiatives.

EPF was founded in 2003 and is a non-governmental, non-profit organisation with a secretariat based in Brussels. EPF currently represents 79 members, which are national coalitions of patient organisations and disease-specific patient organisations working at European level. We reflect the collective voice of the estimated 150 million patients living with various chronic diseases throughout Europe.

For more information see [www.eu-patient.eu](http://www.eu-patient.eu)

## **PURPOSE OF THE ROLE**

The Office Manager has a central, cross-cutting role in the EPF Secretariat, handling HR and daily operations, and providing support to senior management on administrative tasks.

## KEY RESPONSIBILITIES

The time allocation below is indicative across a year of work. The percentages will vary according to relative workload.

### OFFICE MANAGEMENT SUPPORT (~ 35%)

- Act as the first contact point for any internal or external queries on aspects related to the EPF secretariat;
- Meet and greet visitors;
- Manage the meeting room;
- Organise team meetings & informal team activities;
- Distribute post; file and scan administrative documents;
- Main support for the maintenance of the office, order supplies, contribute to a healthy and positive office environment.

### HR SUPPORT (~40%)

- Administer personnel files and other social documents;
- Handle payroll and record absences in the dedicated system;
- Support the Finance Officer on reconciliation of timesheets to payroll;
- Maintain accurate and up-to-date human resource files, records, and documentation;
- Implement the recruitment and induction procedures;
- Keep track of job application processes;
- Draft, renew and/or terminate employment contracts or addenda to contracts;
- Stay up to date and inform the senior management team and the staff on internal policies and relevant Belgian social legislation;
- Answers frequently asked questions from applicants and employees relative to standard policies, benefits, hiring processes, etc.; refer complex questions to appropriate senior-level staff.

### SUPPORT SENIOR MANAGEMENT (~25%)

- Monitoring invitations to events, organising meetings and assisting with time planning
- Making travel & accommodation arrangements
- Processing reimbursements

The tasks listed in the Job Description are indicative, not exhaustive and this position is expected to include some flexibility to support the Secretariat to deliver its mandate.

## KNOWLEDGE, SKILLS, AND EXPERIENCE

### *Professional skills*

- Demonstrable experience in HR and office management;
- Fluent spoken and written English and working knowledge of French and/or Dutch;
- Interest in working within an NGO and multicultural environment;
- Excellent time management skills and ability to multi-task and prioritise work in a fast-paced environment;
- Work accurately, with attention to detail;
- Proficient user of Microsoft Office package;
- Diplomacy and sense of confidentiality;
- Interest in social legislation;

### *Personal qualities and attributes*

- Commitment to the vision and the mission of the European Patients' Forum;
- Growth mindset, with a flexible, can-do attitude.
- Excellent interpersonal skills and ability to work as part of a team;
- Positive and friendly approach.

## KEY INTERFACES

### *Internal*

- Part of Operations team works with the Director of Operations, Finance Officer, Grants and operations Coordinator, IT manager
- Supports Executive Director, President and Board members, Senior Management Team
- Interacts with and informs all team members
- Interacts occasionally with EPF members

### *External:*

- Interacts and manages relationship with the social secretariat
- Interacts with EPF suppliers and manages certain processes.
- Interface for EPF stakeholders who address the functional email;

## WE OFFER

- An open-ended contract for a full time position;
- A friendly, dynamic, and multi-cultural team and international working environment;
- A family-friendly environment;
- Opportunities for growth working for a highly respected organisation in EU health policy and advocacy
- A competitive monthly salary depending on experience and knowledge, coupled with various benefits:
  - lunch vouchers;
  - transportation offered in line with our internal policy;
  - complementary health care insurance (DKV hospitalisation and ambulatory care);
  - pension insurance; travel insurance;
  - flexible working conditions;
  - teleworking allowance in line with our internal policy (NB working from the office will be the norm in the induction phase).
  - Year-end bonus depending on the overall performance of the organisation.

## HOW TO APPLY

If you are interested in this position, please submit an application via email, including a cover letter, CV in English and 2 references, to: [recruitment@eu-patient.eu](mailto:recruitment@eu-patient.eu) (Subject line: “**Application for the position of Office Manager - Name**”)

The deadline for applications is 3 December 23:59. Interviews will be conducted on a rolling basis from the opening of the applications. Please note that due to the volume of applications expected, **only shortlisted candidates will be contacted.**

All qualified applicants will receive consideration for employment without regard to race, colour, religion, gender, gender identity or expression, sexual orientation, national origin, genetics, disability, or age.

EPF will process the data submitted by candidates for the purposes of recruitment and selection, according to its Privacy Policy: <http://www.eu-patient.eu/About-EPF/epf-privacy-policy/>. We will treat your data with the utmost care and take all appropriate steps to protect it.