

**The European Patients' Forum (EPF) is recruiting a
HR & Operations Assistant**

Full-time (100%) position

CDI

Deadline: 27 November 2022

To start 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 78 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

PURPOSE OF THE ROLE

The HR & Operations Assistant will have a key role in the Secretariat supporting the Director of Operations, as well as providing support to the Executive Director, Special Advisor and Senior Management Team on administrative tasks. The HR & Operations Assistant will also assist with the running of the office, HR, and events.

KEY RESPONSIBILITIES

HR SUPPORT

- Responsible for the administrative support of personnel files and other social documents.
- Payroll, and recording of absences and vacation;
- Drafting, renewing and/or terminating employment contracts;
- Maintains accurate and up-to-date human resource files, records, and documentation;
- Answers frequently asked questions from applicants and employees relative to standard policies, benefits, hiring processes, etc.; refers more complex questions to appropriate senior-level HR staff or management;
- Implement, maintain and monitoring Office Presence Schedule;
- Design, customise and update the schedule for Holiday Leave;
- Keeping track of job application procedures;
- Implement the recruitment and induction procedures;
- Inform staff about social law and specifics of the organisation;
- Liaising with the Finance Officer on staff timesheets.

OFFICE MANAGEMENT SUPPORT

- Acting as the first contact point for any internal or external queries on aspects related to the EPF secretariat;
- Meeting and greeting visitors;
- Managing the meeting room;
- Organising team meetings & informal team activities;
- Distributing and sending of post and couriered material;
- Filing and scanning;
- Contributing to a healthy and positive office environment.

SUPPORT THE PRESIDENT, EXECUTIVE DIRECTOR, SPECIAL ADVISOR & SENIOR MANAGEMENT TEAM

- Monitoring invitations and organising meetings (Executive Director);
- Making travel & accommodation arrangements (President, Executive Director);
- Processing reimbursements (President, Executive Director).

EVENTS SUPPORT

- Processing travel requests as applicable;
- Supporting the coordination of EPF events and meetings;
- Supporting with registrations, invitations, and relevant documents;
- Helping with accommodation and travel.

The tasks listed in the Job Description are indicative, not exhaustive and this position is expected to support the Secretariat to deliver its mandate based on ad-hoc requests.

KNOWLEDGE, SKILLS, AND EXPERIENCE

Essential

- Minimum 2 years of relevant working experience in combining the world of HR and Office management would be considered an advantage.
- Diplomacy and sense of confidentiality.
- Fluent spoken and written English and working knowledge of French &/or Dutch;
- Proficient user of Microsoft Office package
- Excellent time management skills and ability to multi-task and prioritise work;
- Strong organisational and planning skills in a fast-paced environment;
- Interested in social and legal legislation
- Work accurately, with attention to detail and can-do attitude;
- Interest in working within an NGO and multicultural environment;

PERSONAL QUALITIES AND ATTRIBUTES

- Commitment to the vision and the mission of the European Patients' Forum;
- Excellent interpersonal skills and ability to work as part of a team;
- Reliability and discretion;
- Positive and upbeat approach.

KEY INTERFACES

Staff 23

Internal

- Reports to Director of Operations;
- Executive Director;
- Finance Officer;

- Grants & Office Coordinator;
- All team members.

External:

- EPF President;
- EPF Board;
- EPF Member organisations;
- EPF stakeholders;
- EPF suppliers.

WE OFFER

- An open-ended contract, full time position;
- A friendly, dynamic, and multi-cultural team and international working environment;
- An opportunity to gain hands-on experience on EU health policy and advocacy work working for a highly respected organisation;
- A competitive monthly salary depending on your experience and knowledge, coupled with various benefits:
 - lunch vouchers,
 - transportation offered in line with our internal policy,
 - health care (hospitalisation and ambulatory care),
 - pension insurance,
 - additional holiday,
 - flexible working conditions,
 - working from home allowance,
 - end of year bonus.

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 (Subject line: **“Application for the position of HR & Operations Assistant - Name”**)

The deadline for applications is 27 November 2022 23:59.

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.