

DESIGN AND COMMUNICATIONS OFFICER

JOB DESCRIPTION

Title:	Design and Communications Officer
Purpose:	Deliver an outstanding communications portfolio that reaches our diversity of audiences and deliver engaging dissemination of projects and research findings that supports effective health management across Europe.
Support:	This post reports to the Chief Operating Officer. This post is actively engaged across all teams including EU funded projects, private projects, tenders, and core operations.
People management:	Supports and supervises interns. Liaises with sponsors, project partners, and EHMA members.
Salary:	The salary is €2,100 to €2,500 gross per month , depending on experience. A benefits package is also provided, including meal vouchers of 8€ per day, up to 50€/month for phone reimbursement, public transport reimbursement of 50€/month, a complementary pension plan, and 5 days of paid extra-legal holidays over the Christmas period.
Terms:	Full time, open-end contract based in Brussels and subject to Belgian law. Formal performance review conducted after six months.
Benefits:	We want our staff to thrive, so we provide a comprehensive induction, regular support and supervision, clear goals and milestones, and a tailored development plan to make sure you have the support, skills and knowledge to succeed. We also provide flexible working hours and teleworking arrangements.

KEY RESPONSIBILITIES

1. Execute a dynamic communications programme for multiple brands including EHMA and our associated projects building and maintaining online channels including websites, social media platforms, newsletters, and publications.
2. Support the production and implementation of a communications strategy for the organisation, including dissemination targets, identification of audiences, social media, and the development of compelling content.
3. Develop reports on metrics and outcomes of various campaigns and activities: media outreach, new campaigns, social media engagement, events, etc.

4. Reach audiences that would attend our events and conferences by working in collaboration with the Director of Development, Events Manager, and other colleagues to develop and implement marketing campaigns.
5. Support social media coverage of all EHMA initiatives, as well as other health management related initiatives and events where necessary.
6. Ensure maximum social media engagement with allies and trending topics in health management.
7. Develop EHMA branding, and that of our associated projects, by liaising with external designers, and editing documents and materials for brand alignment.

PERSON DESCRIPTION

ESSENTIAL MINIMUM CRITERIA

To perform this job successfully the employee in this position must be able to demonstrate at least functional proficiency in all of the core competencies.

General competencies for all staff

- Uphold EHMA's statutes, vision and values.
- Adhere to EHMA's policies and procedures.
- Fluency in English, spoken and written.
- Provision of outstanding customer service to our members, colleagues, board, and stakeholders.
- Have a can-do attitude and be solution focussed.
- Manage and prioritise your workload and ensure deadlines are met.
- Ability to be flexible with priorities and manage time and multiple tasks.
- Strong writing and communication skills.
- Maintain positive and constructive working relationships with all members of the staff team.
- Undertake relevant professional development activities and training as agreed with your line manager.
- Maintain confidentiality with sensitive or privileged information, including day-to-day observance of data protection guidelines.
- Adhere to all internal and external policies and procedures and contribute to their ongoing development.
- Have regard for personal health and safety and for that of those around you.
- Ability to travel, predominantly across Europe and sometimes other regions, including one day meetings, overnight and multi-days.
- Sound knowledge of Microsoft Office and SharePoint.

Communications competencies

- Sound knowledge of social media for dissemination purposes.
- Excellent knowledge of CMS platforms for website management (e.g. Wordpress).
- Effective use of Newsletter clients (e.g. Mailchimp).
- Ability to develop compelling content and engagement techniques.
- Ability to plan comprehensive communication campaigns.
- Excellent writing skills and ability to complete technical reports, summaries, meeting notes, briefings.
- Excellent knowledge of visual design tools and editing tools and applications.
- Have a critical eye in terms of quality, accuracy and meticulous attention to detail.
- Ability to identify and exploit potential projects dissemination opportunities.

Project management competencies

- Advanced project management skills.
- Ability to write effective proposals.
- Productive engagement and building of project consortia.
- Ability to building project consortia and productively engage with project partners and other external stakeholders.
- Ability to keep collaborators up to date on project activities.

Financial competencies

- Able to manage and work within project budgets.
- Able to contributes to the preparation of proposals for funding from external sources.
- Able to source and recommend suppliers for communications activities (such as website creation) in line with budget and commissioning contracts.

Leadership

- Ability to incorporate ethical standards and EHMA's values as the basis of all interactions with stakeholders.
- Ability to use individual, team and organisational learning opportunities for personal and professional development.
- Ability to inspire and foster engagement with colleagues across the organisation.
- Able to contribute to the development of workplans and budgets.
- Committed to measure, report and continuously improve organisational performance.

Cultural Competencies

- Recognise the role of gender, cultural, social, and behavioural factors in the accessibility, availability, acceptability and delivery of all EHMA initiatives.

KNOWLEDGE

- This post holder must be able to demonstrate an understanding of healthcare management issues through on the job performance (not essential background knowledge).
- This post holder must be able to demonstrate an understanding of EU Institution structures, policies and decision-making processes (not essential background knowledge).

PARTNERSHIP DIMENSIONS

- Work with stakeholders, research partners, industry and subject matter experts.
- Work with European partners as well as agencies internationally.

DESIRABLE CRITERIA

- Experience working as a graphic designer.
- Fluency in other European languages.
- Experience working in roles in the health ecosystem.