

## Job Description - EMSP Operations Officer

Location: EMSP, Rue Auguste Lambiotte 144/8 | B-1030, Brussels

Type of contract: Full time, permanent

Work format: Hybrid (Three days on-site, two days remote)

### Join Our Team and Make a Difference!

Work in a fast-paced environment where you'll learn and be challenged every day. Joining EMSP offers a unique opportunity to contribute to improving the quality of life for people with Multiple Sclerosis (MS) and other similar conditions.

If you are ready to make a positive impact and enjoy true job satisfaction, we look forward to bringing you on board!

### Background

The European Multiple Sclerosis Platform (EMSP) was founded in 1989 and is now the voice of over 1,000,000 people with MS, representing 39 national MS societies across 36 European countries. We advocate for high-quality, equitable treatment and support for all people with MS throughout Europe.

### Purpose of the role

As the Operations Coordinator, you will ensure the smooth and effective operation of the EMSP offices. This includes providing administrative support to the CEO and team members, managing facilities, ensuring legal compliance, and supporting meetings, events, and various HR functions.

### Key areas of responsibility

#### **Administration:**

- Support the CEO in EMSP's general administration in line with the operational plan.
- Act as the main point of contact for internal and external stakeholders.

- Provide administrative assistance to the CEO and team members.
- Answer and direct phone calls.
- Organise and schedule appointments; maintain calendars for the CEO and Executive Committee.
- Plan meetings and take detailed minutes.
- Assist in preparing regularly scheduled reports.
- Maintain an organized filing system, both digitally and physically.
- Update and maintain office policies and procedures.
- Manage office supplies inventory and orders.
- Update contact lists.
- Book travel arrangements.
- Sort and distribute mail.

#### **Governance:**

- Support the CEO in preparing and follow up of Executive Committee and Council meetings
- Prepare and submit the annual update to the Moniteur Belge following the Council meeting.
- Ensure all governance documents are signed, filed, and shared with relevant stakeholders.
- Regularly review and update organizational compliance requirements with the CEO.

#### **Bookkeeping Support:**

- Submit and reconcile expenses, income, and contact overviews.
- Process invoice payments pre-approved by the CEO or Treasurer.
- Track receipts of office expenses and expenses incurred by project coordinators and the CEO.
- Review internal processes to ensure smooth interactions and information flow between team members and the external accountant.

#### **Projects/Events Support:**

- Serve as the main contact point with the PCO for EMSP Annual Conferences.
- Assist Project Coordinators with logistics for planned meetings and events.
- Support project activities, including mailings and note-taking during meetings, as needed.
- Attend external events and prepare briefings for the team.

#### **Human Resources:**

- Onboard new employees.
- Complete payroll tasks in liaison with the Secretariat Social.
- Answer team queries and review HR policies with the CEO.
- Ensure administrative compliance with HR regulations.

#### **Profile of the Candidate**

##### ***Required***

- BSc/BA in office administration or a relevant field; additional qualifications in Secretarial or Human Resources are a plus.
- Proven experience (2+ years) in administrative, HR, and/or financial roles.
- Sound understanding of office management systems and procedures.
- Working knowledge of office equipment (e.g., printers and fax machines).
- Proficiency in MS Office (Excel and PowerPoint, in particular).
- Excellent organisational and time management skills.
- Strong attention to detail and problem-solving abilities.
- Excellent written and verbal communication skills.
- Fluent in written and oral English and French.
- Availability to travel.
- Based in Brussels: reliable commute or willingness to relocate before starting work.
- Valid work permit for Belgium.

##### ***Desirable***

- Knowledge and experience in membership-based NGOs.
- Team player with a creative and structured approach.
- Willingness to embrace new ideas and go the extra mile.
- Additional EU languages.

#### **What do we offer?**

- **Salary:** Between 2,800 to 3,100 EUR monthly gross, depending on experience.
- **Contract:** Permanent employment contract (starting as soon as possible).
- **Hours:** 38 hours per week.
- **Benefits:** Package including lunch vouchers, transportation costs, and health and pension insurance.

### Up for the challenge?

Please send a **cover letter and a CV in English**, as follows:

- To: [office.manager@emsp.org](mailto:office.manager@emsp.org)
- Att: Elisabeth Kasilingam
- E-mail subject: *"HR | Application to EMSP Operations Officer position"*
- Deadline to submit your application: 29<sup>th</sup> November 2024 at 12:00 pm CEST.
- **Only shortlisted candidates will be contacted on a rolling basis.**