

**JOB TITLE: EXECUTIVE SUPPORT OFFICER**

December 2023

**BACKGROUND INFORMATION**

Founded in 1983, the Red Cross EU Office is a membership office representing the 27 National Red Cross Societies in the EU, the Norwegian Red Cross, the Icelandic Red Cross and the International Federation of Red Cross and Red Crescent Societies (IFRC).

The Red Cross EU Office helps to coordinate relations between its member organisations and EU decision-makers and stakeholders, sharing their extensive experience in supporting people and communities in situations of vulnerability within and outside the EU. Based on our members' practical insights and technical experience, we promote the dignity and wellbeing by facilitating and voicing common positions and recommendations towards the EU and Member States. We also monitor European developments that could impact the implementation of our members' work, as well as supporting them to prepare joint proposals to access EU funding.

For more information, please visit <https://redcross.eu/>. You can also connect with us via [Facebook](#), [Twitter](#), and [LinkedIn](#).

**JOB PURPOSE**

The Executive Support Officer is responsible for providing high-level administrative and technical support to the office, in particular to the director and the management team. This includes drafting and proofreading formal documents and correspondence, reviewing systems and procedures for running the office, coordinating high level management meetings and supporting membership coordination.

**KEY RESPONSIBILITIES****Management support**

- Provide secretarial support to the director: manage agenda and make travel arrangements.
- Support the management team: coordinate input, prepare documents, send out agendas, take and distribute minutes etc.
- Support meetings of the office management team, including regular weekly and monthly meetings
- Support the management team with developing mechanisms and process for coordinating cross-cutting tasks such as Monitoring and Evaluation, joint Humanitarian Diplomacy, etc.
- Lead the implementation of the greening of the office.
- Liaise between the management team and the support team.

**Heighten Red Cross influence**

- Contribute to the drafting and preparation of formal documents, papers and presentations.
- Draft official outgoing correspondence and review incoming email.

**Serve our members**

- Maintain contact databases and distribution lists.
- Coordinate arrangements for high level meetings, including Annual Meetings.
- Ensure support to the members of the Coordination Group.

[www.redcross.eu](https://www.redcross.eu)

Representing National Red Cross Societies in the EU, the United Kingdom, Norway and Iceland, and the IFRC.

**Address**

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[info@redcross.eu](mailto:info@redcross.eu)

- Serve as entry point for member National Societies that are under-represented in office activities and processes, while actively working to increase their engagement with the office.

**Systems and procedures**

- Assess and improve office systems and procedures as requested, producing the relevant templates and documents, and providing guidance to colleagues.
- Develop office administration processes, information systems, and documentation management as requested.
- Coordinate the update of the office's intranet (members area) and the server.

**CANDIDATE PROFILE****Education**

- Bachelor's degree in office administration or equivalent work experience.

**Experience**

- A minimum of five years' secretarial experience and/or in providing general management support.
- Work experience with an international organisation, preferably in a membership office/network, is an asset.

**Skills**

- Attention to detail and an ability to draft clearly and precisely in English.
- Advanced PC skills (MS Office, Windows, Power Point and Excel).
- Proven advanced level of both verbal and written communications skills.
- Strong organisational skills and analytical thinking, judgement and problem-solving.
- Ability to multi-task and meet deadlines.
- Service oriented mindset.
- Team player.
- Discretion.

**Languages**

- Fluent in English (spoken and written).
- Good command of French or another EU language is an asset.

**TERMS AND CONDITIONS**

- Permanent contract, subject to Belgian Social Legislation.
- Based in Brussels, Belgium, with occasional travel within Europe.
- Full time position of 38 hours per week.
- The gross monthly salary ranges between EUR 3,000 and EUR 3,300, depending on experience. In addition, we offer 9 Red Cross EU Office holidays, pension scheme, health insurance, meal vouchers and work-related public transport costs.

## Application procedure

Please send your CV (max. two pages) and a cover letter (max. one page) in English to [HR@redcross.eu](mailto:HR@redcross.eu) by midnight CET on Sunday 10 December 2023.

Please mention “ESO” in the email subject and include first your name and then the job title in the file names.

Applications received after the deadline will not be considered. Only shortlisted candidates will be contacted for an interview. Prospective candidates may also be asked to carry out a written assignment in English as part of the selection procedure.

If you do not hear back from us by Monday 29 January 2024, unfortunately your application was not selected.

The starting date will be discussed with the selected candidate.