



EUROPEAN COMMISSION

Job Description Form

Job description version8 (*Active*)
Job description version300416 in *COMM.A.1.001*
Valid from05/09/2022until

Job Holder

Name

Job Profile

Position

CONTRACT AGENT FGIII

Job title

Information and Communication Assistant - Coordinator for Community Management

Domains

Generic domain

COMMUNICATION and PUBLICATION

Intermediate domain

Specific domain

EXTERNAL COMMUNICATION (general)

Sensitive job

No

Overall purpose

Assist DG COMM, the Spokespersons' Service, other DGs and services in improving their engagement on social media, under the supervision of the Social Media Head of sector.

Legal disclaimer

[Users are advised to check the available list of Legal Disclaimers related to their contract type.](#)

Functions and duties

+ OPERATIONAL and ADMINISTRATIVE SUPPORT and RESOURCES

- *Contribute to the coordination of social media projects involving community managers across the Commission.*
- *Facilitate the organisation of dedicated training sessions for community managers.*
- *Follow and steer projects to improve the way Commission interacts with users on social media.*

+ EXTERNAL COMMUNICATION (general)

- *Community manager: Create and/or compile answers and arguments, social media lines to take.*
- *Conduct coaching sessions with other community managers and members of staff.*
- *Contribute to the coordination of the team of community managers in DG COMM and liaise with community managers in Reps and DGs.*
- *Enhance the impact of the central Social media team's work through influencer activations.*

+ EXTERNAL COMMUNICATION (general)

- *Support social media correspondents in DGs, cabinets and the Spokespersons' Service for Social Media engagement and community management*
- *Contribute to community management for corporate campaigns by providing training to colleagues and support when necessary*
- *Contribute to strategies for social media coverage of events, editorial strategies, with a particular focus on cross-service collaboration and engaging our communities*
- *Propose and implement new types of content for social media from user-generated content or based on what our audience wants to know more about*
- *Create/update and disseminate internal guidelines and policies related to community management*
- *Monitor the social media environment and trends.*

+ COMMUNICATION and PUBLICATION

- *Provide the members of the EC Social Media Network with expertise and assistance in engaging with audiences via different social media networks.*
- *Contribute to the coordination and guidance of the EC's social media network in order to increase the outreach to social media audiences*
- *Raise awareness of best engagement practices among the EC's social media network.*
- *Ensure that all major events and initiatives have a community management/engagement approach*
- *Participate in internal and external networks where social media engagement is discussed or best practices are exchanged.*

Job requirements

Experience"

+ SOCIAL MEDIA

Job-Related experience: at least 3 years

Qualifier: essential

Languages

	Listening	Reading	Spoken interaction	Spoken production	Writing
French	B2	B2	B2	B2	B2
English	C1	C1	C1	C1	C1

Knowledge

- **COMMUNICATION and PUBLICATION**
- **IT TOOLS for SPECIFIC APPLICATION AREAS**
IT tools and systems for ARCHIVES, MAIL and DOCUMENT MANAGEMENT
Ares
IT tools for (INFO)GRAPHICS

Competences

- **Analysing and Problem Solving**
Ability to conceptualise problems, identify and implement solutions
Creativity
- **Communicating**
Ability to communicate in meetings
Capacity to present issues to an audience
Drafting skills
- **Delivering Quality and Results**
Ability to identify user's needs
Ability to work in a proactive and autonomous way
Quality & process management abilities
- **Working with Others**
Ability to work in a team
Diplomatic skills

Job Environment

Organisational entity

Presentation of the entity:

Job related issues

- Atypical working hours
- Specialised Job

Missions

- Frequent, i.e. 2 or more missions / month
- Long duration, i.e. missions lasting more than a week

Comments:

Workplace, health & safety related issues

- Noisy environment
- Physical effort / materials handling
- Work with chemicals / biological materials
- Radioprotection area
- Use of personal protective equipment
- Other

Comments:

Other

Comments: