

## ADMINISTRATION MANAGER

**Organisation**

European Travel Commission

**Location**

Brussels, Belgium

**Industry**

Tourism

**Contract type**

Temporary duration 12 months  
(possible extension to undetermined duration)

**Job Type**

Full Time, 38 hours per week

**Years of Experience**

2-5 years

**Education Level**

Professional

Established in 1948, the European Travel Commission (ETC) is a non-profit organisation with its headquarters in Brussels. Its role, on behalf of its more than 40 members, both National Tourism Organisations and private companies, is to promote tourism to Europe from long-haul markets, produce market intelligence and facilitate the sharing of best practices in tourism. The organisation also cooperates with the European Commission (EC) in promoting Europe as a leading tourism destination, implementing projects in form of ad-hoc and other grants.

The European Travel Commission is recruiting an Administration Manager for its headquarters in Brussels to start as soon as possible. This is an exciting opportunity for a highly motivated professional who thrives on administrative tasks and working with European and international organisations.

The Administration Manager will work within the ETC Executive Unit, in the Administration Department and will report to the Funding, Procurement and Development Manager and to the Executive Director. The Administration Manager's role will be to support the implementation of grants from the European Commission in cooperation with all other departments, manage the daily operations of ETC, implement projects related to the administration of the organisation, and manage internal stakeholder relations including all membership related events and activities.

### TASKS

Main responsibilities include, but are not limited to:

#### EU FUNDING

- Provide substantial support to the Funding, Procurement and Development Manager during all phases of the procurement process on grants from the European Commission, including:
  - Preparation of applications
  - Interim and Final Reports

- Preparation of audits
- Cross-checks on the application of public procurement rules
- Organize meetings with the European Commission and draft minutes for these meetings
- Other administrative activities related to the funding received from the European Union

#### GENERAL ADMINISTRATION AND OFFICE MANAGEMENT

- Manage day-to-day business: monitor general email inboxes, answer queries from third parties, draft letters and certificates, place orders, organize team meetings and other internal events with the entire ETC team, etc.
- Answer phones and take messages, meet and greet all visitors, reserve meeting rooms (activities currently on hold due to mandatory teleworking; to be performed when the Belgian authorities will allow our employees to work physically in the office)
- Manage the Executive Director's agenda (e.g. appointments, conference calls, events) and travel arrangements for ETC staff
- Carry out general administration of ETC's headquarters, including equipment requirements and planning, contractual management of external suppliers as well as IT support in cooperation with office network consultant
- File and organise information; archive files
- Review and update health, safety and security policies; arrange for health and safety equipment to be tested on a regular basis
- Organise office maintenance and repair work
- Manage the ETC Database of contacts and keep it updated
- Manage the ETC internship programme
- Help with investigation and application of legal requirements in Belgium (on request)
- Other administrative and technical support

#### MEMBERSHIP AND EVENTS

- Manage all relations with full and associate members, respond to queries and ensure high membership retention and satisfaction
- Coordinate membership issues across departments
- Coordinate and manage the organisation of membership meetings and events (online or on site) such as the General Meeting, Annual Meeting and Board of Directors; drafting minutes
- Support with the organisation of other meetings and events of the department
- Provide support in the development of a new organisational strategy for ETC, with a special focus on membership issues

All the above-mentioned activities will be done under the guidance and supervision of the Funding, Procurement and Development Manager.

The selected person will be required to telework as long as the Belgian authorities impose mandatory teleworking.

#### **PROFILE AND SKILLS**

- Recognised University degree in relevant field (business administration, tourism management or similar);
- Minimum two years' experience in an administrative position (full-time position);
- Experience with management of EU funded projects and basic knowledge of Belgian and EU framework on public procurement procedures is an advantage;
- Knowledge of the tourism sector is an advantage;
- High computer literacy in Microsoft office software;
- Excellent knowledge of English; good command of French (minimum B1 in Common European Framework of Reference for Languages);
- Strong organisational skills, in particular related to time optimization, detail orientation and prioritization;
- Excellent analytical and planning skills;
- Multi-tasking, with proven ability to prioritise and deal with multiple tasks;
- Good communications skills both verbal and written;
- Proactive and self-motivated;
- Problem-solving attitude and excellent record-keeping;
- Accountability;
- Committed, participative, team player;
- Ability to work well under pressure with excellent time management;
- Ability to work and interact with people of different cultures and backgrounds;
- Flexibility to travel when needed.

#### **HOW TO APPLY**

If you meet the criteria outlined above, please send us your cover letter and CV (both in English) by 13 May 2021 23:59 CEST, mentioning 'Administration Manager' in the subject line, to:

**Eduardo Santander**

**Executive Director**

**European Travel Commission**

[eduardo.santander@visiteurope.com](mailto:eduardo.santander@visiteurope.com)

Candidates must be in a position to certify with official documents (if requested) any information provided in their CV and cover letter.