

## **JOB DESCRIPTION**

### **Management Assistant**

#### **POSITION PURPOSE**

The Management Assistant (MA) within Heel Belgium is the main support for all the operations linked with the management functions within Heel Belgium. While the support to the S&M operations could occupy in specific circumstances a high amount of the time, the support to the other departments, the GM and the management in general will have also critical importance.

The MA will have a link to all operational tasks within Heel Belgium and therefore needs to have the flexibility and priority setting to handle this well. As such this person will have the opportunity to support the management in multiple aspects. He/She will be seen as the support for all and in many cases the first problem solver for all.

He/She supports the collaboration within all departments and teams, is a kind of glue between employees and ensures alignment of tasks and priorities within the management of Heel Belgium.

The tasks are diverse within Heel Belgium, but leaves opening for own innovative ideas on the optimization of processes and not to neglect towards the company and employer branding of Heel Belgium.

As MA within Heel Belgium, ownership, a hands-on mentality and capability to remain calm are important competences that enable job satisfaction, development and personal growth.

We look forward to a warm personality that finds joy in the support to the management. She/He feels satisfied if all things run as planned not withholding the important role the MA has to play in the optimizations where possible.

#### **ESSENTIAL DUTIES AND RESPONSABILITIES**

1 : Supports the Head of Departments and General Manager with the administrative and organizational aspects of their role within Heel and towards external parties.

Related to data management, administrative follow up and communication:

- Manage the consolidation of internal management reports (monthly) and ensures timely inputs and communications
- Support the general data management linked with several management areas and provide relevant reporting within legal guidelines.
- Enable discrete handling and limited accessibility of these information in alignment with the GM.
- Drafting of legal documents in support of the relevant departments such as meeting minutes, general assembly minutes, minutes of the board of directors, invitations and

minutes of HBIA working groups and assembly. If required link with legal advisors for checks and with HQ for the relevant signatures.

- Manage the initiation, creation in SAP, documentation and follow up of all PO's (incl open PO and invoice monitoring) related to HR and general management in line with the needs.
- Enable the structured and pro-active follow up of contract management, contract renewal/ending and ensure reporting to, and alignment with all the relevant department heads.
- Handle the timely destruction of archives in line with GDPR and legal requirements.
- Management and follow-up of Heel stationery (envelopes, business cards, ..) conform corporate guidelines.

Related to external parties:

- Ensure in alignment with the HoD's a friendly gatekeeper role between the management and external parties.
- Supports HR and GM in the first contacts with lease companies, fuel providers, electric charging, providers etc. and ensure follow up of the processes. Pro-active optimization ideas are welcomed.
- Support the management and HR for building related topics, fire, alarms, windows, doors, etc..
- First contact with the cleaning team and Mortier (owner of building), if required participate in meetings with the other companies from the site Drongen I.
- Provide active support in the follow up of the environmental actions and communications within Heel and towards external stakeholders.
- Link with our medical consultant for the planning of the medical consultations for the employees of Heel Belgium

Related to the internal well-being, functioning and communication:

- Ensure the work place is a pleasant place to work and live.
- Organization (logistics, materials, beverages, food, etc.) of all internal info sessions or other informal events
- Manage and update on regular basis the content and layout of the internal communications (information screens, syncdrive, SharePoint, IonHeel) within Heel and Heel Belgium in alignment with the HoD's.
- Ensures gifts and small presents throughout the year according to our policy e.g. new year gifts, easter/6dec chocolates, Christmas attentions, anciency attention and rewarding
- Ensure furniture is renewed were needed, ensure keys and alarms are monitored,
- Handles the availability of cleaning and hygienic materials, keys, drinks for coffee corners and meeting rooms, etc.
- Manage the internal flow and contacts for the ordering and delivery of food during lunch.
- Organize the internal "readers" flow according to the management needs. Handle and archive the relevant documentation for the HoD's, such as magazines and newspapers and present in our meeting rooms in a inviting manor the documentation, magazines or subjects that provide a welcoming and scientific feeling.

2 : Operational assistance linked with S&M department

- Manage the initiation, creation in SAP, documentation and follow up of all PO's (incl open PO and invoice monitoring) within S&M in alignment with the HoD's.
- Manage the logistic, materials and practical aspects of all S&M meetings, including preparation of order forms, handouts, contacts with hotels, restaurants and suppliers and the execution of site scouting and site preparation if required.
- Manage the organization, administration and follow up of the national congresses and international congresses.

- Handle in a creative but structured manor the inventory, follow-up and purchase for congress gadgets, medical, marketing and congress materials, tools, banners and end year gifts in alignment with S&M and other relevant departments (e.g. warehouse).
- Support the organization of events to ensure that all related gadgets are compliant with the applicable guidelines of Mdeon, beTransparent, GDPR, etc. and that the necessary visa are received on time.
- General administrative support (price list update, letters, preparation documentation sales team)
- Follow-up of trademark portfolio and timely renewal in alignment with management and HQ.
- Ensure support for the HoCo in the handling and publication of information and photo's for online pharmacies or external platforms/organizations.
- Facilitate transparency by structured reporting and overviews of all actions and information.

3 : Pro-active participation in off- and online initiatives that highlight Heel Belgium towards external stakeholders and associations

- Pro-active and creative participation within ICE (Innovation, Company branding and Employer branding) in Belgium. Take initiatives to highlight the joy of working at Heel Belgium and handles the practical organization of related meetings and events.
- Install and maintain a constructive contact with the relevant authorities, external parties concerning well.
- Actively supporting the input of others within a calm and constructive mindset.

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## **QUALIFICATIONS & EXPERIENCE KNOWLEDGE & COMPETENCIES**

1. Degrees / experiences:
  - Bachelor degree, preferably in office management
  - Relevant and joyful experiences as management assistant
2. Professional knowledge, competences and experience with(in):
  - Planning and organization skills
  - Multitasking and communication skills are owned
  - Capable in keeping the overview
  - Act always in a discrete manor
  - Online and digitally organized with excellent PC skills
  - Interest in the wellbeing of colleagues
  - Experience in activities that improve employee satisfaction and Employer and Company branding
  - Curious to join forces in a Healthcare manufacturing and marketing company.
3. Languages:
  - Excellent Dutch, English and French. German is helpful

## **BEHAVIOURS**

- Personal interest, drive for assistance and support within an organization
- Discrete, trustful and showing trust
- The empathic helping hand
- Enthusiasm, positive attitude
- Hands-on mentality
- Service minded
- Solution oriented
- Able to shift gears and offer flexibility in her/his functioning
- Oriented towards improvement with a learning attitude
- Identify with Heel's Mission and Vision