

## THE INSTITUTE OF MYOLOGY LOOKING FOR A HELPDESK ASSISTANT (M / F)

Located in Paris at the heart of the largest European hospital, Pitié-Salpêtrière, the Institute of Myology was created in 1996 by AFM-Telethon, a patient's organization. Its goal: Promote Myology and have it accepted as a standalone clinical and scientific discipline. The Institute of Myology coordinates, around the patient, medical care, basic research, applied research, clinical research and teaching.

### **Main Purpose**

The main objective of the post is to provide helpdesk support to the European Reference Network, EURO-NMD, and the Coordination team. This role will support the administrative systems and platforms which facilitate this network and to provide support to the Network Partners and Coordination team at the Institute of Myology.

### **Main Duties and Responsibilities**

1. Provide comprehensive support to the EURO-NMD network as whole with technical solutions and advice regarding the network's platforms and systems. This will include contacting delegates and local hosts, preparing and circulating documentation, taking notes and ensuring follow up actions are carried out. The post holder will ensure that all relevant arrangements are made so that a high quality of service is provided.
2. Act as first point of contact for the network, dealing directly with email and telephone enquiries from partners, academics, patients and healthcare professionals internationally or directing enquiries to appropriate team members to ensure queries are handled efficiently.
3. Provide comprehensive technical and administrative support including dealing with correspondence, email, and telephone enquiries, managing diaries and being responsible for handling all business concerned with these activities on behalf of the team. Creation of reports required on the successful completion of the various network deliverable to ensure that the activities are completed on time, and to a high standard.
4. Organise, maintain and continuously monitor helpdesk and wider office procedures (e.g. response rates, successful resolution of issue) to ensure support to the network is provided effectively. This will include ensuring an efficient and accessible filing system is in place to fulfil audit requirements. Selecting appropriate IT programs to devise, maintain and update administrative systems.
5. Assist with the organisation and collation of promotional and dissemination network material. Liaise and coordinate with network partners via appropriate channels such as telephone, email and online conferencing systems. Gathering and organised storage of appropriate material, such as documentation, images, sounds bytes or video. Support the development of the monthly EURO-NMD newsletter.
6. Manage and monitor network's platforms and systems to ensure they provide a smooth day-to-day working environment for network partners.

7. Communicate and co-ordinate instructions and incoming documentation from various other parties internally and externally. Provide and obtain information from others inside and outside the University to ensure all reporting requirements are handled in a timely fashion.
8. Communicate regularly with others in similar roles who are part of other networks to compare and contrast experiences, align working practises and suggest appropriate viable solutions.
9. Organize and implement webinars on Zoom software, recruit speakers, handle the agenda of webinars on the website, inscriptions of the attendees, set up a little educational quiz, and a satisfaction poll to monitor performance, in cooperation with ERN-RND.

## **Person Specification**

### **Knowledge (inc. qualifications)**

#### *Essential*

- Educated to master level (or equivalent)
- Very good level of literacy, numeracy and technical skillset
- The knowledge and ability to develop and implement new systems and procedures.
- Excellent English speaker

### **Skills (professional, technical, managerial, practical)**

#### *Essential*

- Excellent planning, organisational and numerical skills
- Excellent technical skills, including experience of setting up of systems, maintenance and troubleshooting etc
- Clear communicator, both orally and in writing, with good negotiation and teaching skills
- Ability to handle project-related software, platforms and systems with confidence
- Ability to work effectively in a team and relate well to others, delegating where necessary
- Ability to manage information and to pay attention to detail
- Ability to manipulate and analyse information for management use
- Ability to work under pressure
- Ability to prioritise workload
- Ability to use initiative
- Willing to travel internationally

### **Experience and Achievements**

#### *Essential*

- Significant previous experience in a relevant role

- Good working knowledge of the WordPress environment
- Good working knowledge user of Microsoft Office
- Keen to develop general technical skills
- Proactive approach to problem solving

*Desirable*

- Experience of working in a university/hospital environment
- Experience of international projects
- Experience of developing and producing newsletters, reports, web site content and other public relations materials

This fixed term contract, based at the Institute of Myology (Hôpital Pitié Salpêtrière, Paris 13) is to be filled on full time.

Thank you to send by e-mail your application (CV + motivation letter) to the following address: [recrutement-aim@institut-myologie.org](mailto:recrutement-aim@institut-myologie.org)