

## Knowledge Officer

EENA, the European Emergency Number Association, is a non-governmental organisation based in Brussels, with the mission to contribute to improving the safety and security of people. EENA is dedicated to promoting high-quality emergency services throughout the EU. The association serves as a discussion platform for emergency services, public authorities, decision makers, researchers, associations and solution providers with a view to improving the emergency response in accordance with citizens' requirements. The EENA memberships include, among other stakeholders, more than 1500 emergency services representatives from over 80 countries world-wide and 100+ solution providers.

EENA believes that knowledge and expertise should be shared to drive change, this is why we are looking for a Knowledge Officer to support our activities. Her/his role is to filter and analyse information to make it more concise, manageable and useful for the team and for the EENA community in general. S/he is involved in contributing to EENA's 'output' of expertise, including documents, newsletters, case studies, articles and research work. Also, s/he should also use this research to contribute to the EENA Conference programme and to projects in which EENA is involved.

The successful candidate should be able to quickly understand issues and translate them in simple messages depending on their audience.

### ROLE OBJECTIVES

#### Knowledge, Expertise, Policy and Research

- Prepare EENA members' Intelligence Report: a newsletter that this is not a list of news but a tool to monitor what's happening, connect the dots for members and provide a concise overview of what's being discussed in the public safety field.
- Draft (or supervise drafting in some cases) documents/case studies, review/edit them & contribute when necessary
- Contribute to build the EENA Conference programme
- Contribute to policy documents drafting, including within EU projects
- Research policies and developments worldwide
- Monitor tenders and send relevant alerts to EENA Members
- Monitor the news & trends in public safety, highlighting key topics to colleagues via email (only when Comms and Press Manager is away)

#### Communications/Press

Assist the Comms and Press Manager:

- Contribute to the organisation of the 112 Awards Ceremony
- Contribute to develop ad hoc campaigns to support EENA's objectives
- Write or coordinate writing of articles on key topics for EENA blog, media partners etc...
- Communications supporting work (when needed): management of the EENA website, management of mailing lists and digital groups.

#### Others

- Privacy and GDPR: The successful applicant will be trained on privacy and GDPR work and will be the main contact point for all the related items in the organisation.

### SKILLS

- Ability to translate complex and/or technical issues (e.g. research work) in simple, understandable and effective messages for different audiences and platforms
- Excellent writing skills in English, together with a passion for reading and writing
- Strong sense of initiative and can-do attitude
- Very organised
- Excellent English (native or close); good knowledge of other EU languages a plus
- Perform well under pressure

- Previous experience in public safety and technical background not required as training will be provided

Apply if you are:

- In line with [EENA's values](#)
- Committed to the objectives of EENA and citizens' rights
- Curious and eager to learn
- A problems-solver
- Based in Brussels

Please don't apply if you:

- Are constantly dependent on colleagues' instructions to perform your work
- Cannot work in a demanding environment
- Do not want to spend much of your time reading and writing

## **OFFER**

By joining EENA, you will be part of a young and dynamic organisation doing its share of work to improve the safety of citizens.

We offer a salary package (with a permanent contract) with benefits in line with the experience of the selected applicant.

Please note that EENA is an equal opportunities employer and does not discriminate based on race gender, religion, orientation. We take pride in being a diverse and inclusive environment.

## **APPLY**

Does this profile sound like you? We are looking forward to receiving your application. Please send **your CV and a short cover letter** to Jérôme PÂRIS ([jp@eena.org](mailto:jp@eena.org)) by **Friday, 9<sup>th</sup> July**.