

The management unit roles document is an internal document for the ENPHE Governing Board and the ENPHE membership. It includes the principle skills, attributes, roles and tasks of the individual management unit staff members.

## PRINCIPLES

To support the ENPHE Governing Board and membership with the effective running of the network, the Management Unit consists of an office management and network management unit.

The office management unit is responsible to support the full membership with all logistic and administrative tasks related to network's activities.

The network management unit is responsible to support the Governing Board, the Coordinators' Council and the Working Groups with the professional governance and development of ENPHE.

Both the office management and network management are paid positions. Both offices are in principle separate positions that assume different skills and competences. However, both offices may be held simultaneously by one staff member.

## CORE ATTRIBUTES

- Commitment to ENPHE's mission, vision, and values
- Proficiency level English language skills, both spoken and in writing. A second or third European language is appreciated.
- Teamwork skills, but able to work independently in de-centralized structures
- Is trusted, authentic and self-aware with the ability to provide solutions
- Takes initiative and delivers results
- Communicates with impact
- Follows ethical standards and integrity

## ENPHE STAFF POSITION DESCRIPTION

TITLE OF POSITION – OFFICE MANAGER

MAY 2020

## PRINCIPAL PURPOSE OF ROLE

- Responsible for the organization and co-ordination of ENPHE office operations, procedures, and resources to facilitate organizational effectiveness and efficiency
- Responsible for the clerical and financial administration of the ENPHE network (if no office administrator employed)

## GENERAL DUTIES AND RESPONSIBILITIES OF A STAFF MEMBER

To act honestly, in good faith and in the best interests of ENPHE and its members, and in so doing, to support the network in fulfilling its mission and discharging its accountabilities.

## PRIMARY DUTIES

The office manager will:

- Support the network operations by maintaining office systems and office services. Organize and implement office operations and procedures. This includes:
- Organize and implement clerical, administrative, and secretarial responsibilities and tasks, including preparing correspondence, designing filing systems, or preparing payrolls
- Establish and implement procedures for record keeping and ensure security, integrity, and confidentiality of data
- Design and implement office policies and procedures, and propose and implement procedural and policy changes to improve operational efficiency
- Organize and implement the membership management. This includes:
- Implement and regularly monitor the membership fee management
- Develop twice a year updates of the membership organisation (contact persons, website updates, information about the member institutions)
- Organize and implement the meeting and conference management. This includes:
- Support the governing board by coordinating schedules, appointments, and bookings
- Organize and implement the registration of the Governing Board members in ENPHE conferences or seminars
- Organize the accommodation and travelling for the Governing Board, specific collaborators, or guests of ENPHE
- During the conferences, seminars, and Governing Board meetings this includes: Set the agenda together with the President or the Governing Board, Write and send the minutes of the meetings, disseminate information, and Attend members
- Organize and implement the financial administration and management. This includes:
- Manage the bank account
- Prepare the yearly financial report
- Organize and implement the internal and external network communication. This includes:

- Email management with members and external stakeholders as a primary ENPHE contact
- Information and task management with the Governing Board members
- Contact management and distribution of information related to all ENPHE functional units
- Dissemination of information via email, newsletters, the ENPHE website and social media channels
- Management of the Website communication together with a (if not done by the network manager)
- Content information comes from the network manager
- Distributes the information

SPECIFIC AUTHORITIES GRANTED

- The Office Manager receives access to the ENPHE bank account
- Has access to the data of ENPHE

LINE MANAGEMENT AND REPORTING

- The office manager will report to the ENPHE Chairperson and Treasurer
- The line management function is taken by the ENPHE Treasurer
- Reporting takes place at a quarterly basis

WORKING SCHEDULE AND LOCATION

- The expected weekly working hours are:
- The regular number of yearly holidays is:
- The general location of office is:
- In addition, the position demands travelling to attend ENPHE or other meetings as agreed by the Governing Board. These meetings are usually across Europe.

CONFLICT OF INTEREST

- The staff member should be free of significant conflicts of interest and declare any matters that may impact on work performance.

PERSONAL ABILITIES & SKILLS

The office manager should ideally have the following abilities:

- Very good knowledge of clerical practices and procedures
- Excellent organisational and time-management skills
- Good business administration and financial management skills
- Proficiency with office and membership management software
- Very good communication skills. This includes proficiency in spoken and written English.
- Flexibility and adaptability to changing workloads and intercultural working environments
- To remain objective and measured under pressure
- To participate actively and harmoniously, respecting and valuing the contributions of others and contributing to effective teamwork

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DATE AND SIGNATURE (STAFF)

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DATE AND SIGNATURE (BOARD)

## ENPHE STAFF POSITION DESCRIPTION

TITLE OF POSITION – NETWORK MANAGER

MAY 2020

## PRINCIPAL PURPOSE OF ROLE

- Responsible for the coordinated development and implementation of professional network development strategies and plans as elaborated by the Governing Board of ENPHE
- Responsible for driving ENPHE's content orientation and economic development through project collaboration and partnerships

## GENERAL DUTIES AND RESPONSIBILITIES OF A STAFF MEMBER

To act honestly, in good faith and in the best interests of ENPHE and its members, and in so doing, to support the network in fulfilling its mission and discharging its accountabilities.

## PRIMARY DUTIES

The network manager will:

- Support the Governing Board to develop network strategies and plans to ensure the implementation of ENPHE's short-term and long-term objectives
- Coordinate, align, support and follow-up with the ENPHE working group priorities and developments
- Support and implement of conference and seminar structures and plans aligned with the ENPHE content orientation
- Develop and implement project applications aligned with the ENPHE content orientation
- Develop and implement project collaboration and partnerships aligned with the ENPHE content orientation
- Build trust-worthy relations with key partners and stakeholders and act as a point of contact for these stakeholders
- Ensure the information management on the ENPHE as regards content aspects
- Responsible for the promotional activities

## SPECIFIC AUTHORITIES GRANTED

- None

## LINE MANAGEMENT AND REPORTING

- The network manager will report to the ENPHE Chairperson and Vice-Chairperson
- The line management function is taken by the ENPHE Vice-Chairperson
- Reporting takes place at a monthly basis

## WORKING SCHEDULE AND LOCATION

- The expected weekly working hours are:
- The regular number of yearly holidays is:
- The general location of office is:
- In addition, the position demands travelling to attend ENPHE or other meetings as agreed by the Governing Board. These meetings are usually across Europe.

CONFLICT OF INTEREST

- The staff member should be free of significant conflicts of interest and declare any matters that may impact on work performance.

PERSONAL ABILITIES & SKILLS

The network manager should ideally have the following abilities:

- Very good knowledge of physiotherapy education
- Very good knowledge in network and project management
- Very good knowledge in application and collaboration development
- Excellent strategy development skills
- Excellent organisational and time-management skills
- Good financial planning skills
- Proficiency with Microsoft Office suit software
- Very good communication skills. This includes proficiency in spoken and written English.
- Flexibility and adaptability to changing workloads and intercultural working environments
- To remain objective and measured under pressure
- To participate actively and harmoniously, respecting and valuing the contributions of others and contributing to effective teamwork

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DATE AND SIGNATURE (STAFF)

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DATE AND SIGNATURE (BOARD)



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