EURORDIS-Rare Diseases Europe

Job vacancy – Open Academy Junior Manager – and Outreach Coordinator

**Responsible to:** Open Academy Director  
**Contract type:** 6 months Temporary, maternity leave cover  
**Salary:** €30,000 – 34,000 gross per annum  
**Location:** EURORDIS Barcelona (remotely within Europe for the right candidate)  
**Start date:** 2 October 2023  
**End date:** 29 March 2024

About EURORDIS-Rare Diseases Europe

EURORDIS is a unique, non-profit alliance of over 1000 rare disease patient organisations from 70 countries that work together to improve the lives of the 30 million people living with a rare disease in Europe. By connecting patients, families and patient groups, as well as by bringing together all stakeholders and mobilising the rare disease community, EURORDIS strengthens the patient voice and shapes research and policies.

Main scope of the position

The EURORDIS Open Academy encompasses EURORDIS’ capacity-building programmes. These programmes are provided in a blended format with e-learning courses and face-to-face training. 80 patient advocates attend the face-to-face trainings of the Open Academy every year and the e-learning platform has over 2800 registered users, from 155 countries. The e-learning offer of the Open Academy will be expanding with new online courses on topics beyond the existing schools.

Through the Open Academy, EURORDIS empowers patient advocates to have the confidence and knowledge to bring their expertise to discussions on health care, research and medicines development. Alumni engage in these discussions as equal partners, side by side with policy makers, industry and scientists, to effectively improve care, treatment and the lives of people living with a rare disease.

The Open Academy Junior Manager and Outreach Coordinator manages all the e-learning and outreach activities for the EURORDIS Open Academy’s capacity-building programmes, including development, delivery, evaluation and alumni engagement. S/he will be based in the EURORDIS Barcelona office, reporting to the Open Academy Director (or remotely within Europe for the right candidate).
Key tasks & responsibilities

The Open Academy Junior Manager and Outreach Coordinator will undertake the following tasks, in liaison with the Open Academy Director, the Open Academy Training Manager and the staff leads for each content area and the Communications Team:

Development of new website content and maintenance of the e-learning platform:
- Open Academy webpage content mapping, curation, updating and editing;
- Updating existing e-Learning courses based on feedback from staff leads and Open Academy users;
- Coordinating developments on the Open Academy webpage: new sections, search tool;
- Preparation of materials for the Open Academy webpage: text, photo selection, visuals;
- Seeking strategies to improve accessibility of the platform;
- Customer support of the Open Academy users

Liaise with the Open Academy Training Manager
- Support the Open Academy Training Manager with the coordination of the Training Programmes;
- Support the Open Academy Training Manager with the events’ logistics and delivery

Coordination of capacity-building webinars and development of learning materials
- Coordinate the organisation, set-up and follow-up of alumni Meetups and Masterclass webinars;
- Oversee the quality process for the webinars: test calls, technical aspects and recording;
- Support the training of staff involved in webinars;
- Oversee the scheduling/updating of the webinar calendar within the EURORDIS overall calendar.
- Work with identified external experts in the development of learning materials

Communications, outreach and dissemination
- Develop texts, visuals and presentations to support the communication on the Open Academy and alumni engagement;
- With the Communications Team, organise the dissemination of the Open Academy trainings in EURORDIS media and social media;
- Scheduling, writing, set-up and send out of regular mailings to alumni;
- Engage with the Alumni and inform them about different training opportunities through the monthly newsletter, targeted emails and Facebook group

Evaluation, impact assessment and reporting
- Reporting on statistics and analytics on the e-Learning and to the Open Academy webpage;
- Update monthly reporting on key performance indicators of the e-Learning and outreach;

Experience & skills
- 3 years higher education e.g. in Communications, Marketing, Social Sciences;
- Minimum 3 years of experience in a similar role;
- A storyteller who can simplify complex information with the ability to write effective copy;
- A quick learner and team worker that can adapt to a fast pace;
- Highly organised, detail-orientated and able to prioritise;
- Motivation to work for an NGO driven by patient needs;
- Proficiency in using MS Office Pack and comfortable using CMS (WordPress), and Mailchimp; basic
knowledge of image and video editing software; ability to quickly learn how to use new software;

- Proficient English, with excellent writing/editing skills, particularly for web content. Spanish and/or French a plus;
- Experience in an international environment, in the health sector, and knowledge of rare disease patient organisations is a plus;
- Understanding of learning design and knowledge of trends in technology-enhanced learning is highly valued;

To apply

Please send your CV and cover letter in English to openacademy@eurordis.org

Deadline for applications: 31 July 2023 (but we reserve the right to close applications earlier or extend longer if required)