

JOB DESCRIPTION

JOB TITLE: Administrative Assistant
REPORTING TO: Head of Operations and Administrative Supervisor

Introduction

The ETF is a trade union federation representing 5 million+ transport workers from 200+ unions in 38 European countries. The vision of Fair Transport is what drives the work of the ETF. It represents a future where European transport is free of social dumping, with quality jobs for transport workers, safe, reliable and affordable service for passengers and customers and where environmental and social sustainability go hand in hand. We are looking for candidates that are ready to fight for achieving this vision.

Key responsibilities

- General office duties
- Creates and maintains file records, including electronic file records
- Creates survey databases, inputs data received and prepares analysis
- Prepares and organises meetings in Belgium and abroad, deals with arrangements, contact with the service providers (hotels/interpreters/translators, etc.) and liaises with the political team, other colleagues and the Finance manager, as well as outside organisations where appropriate
- Serves as first point of contact in the Secretariat for IT-related issues (computers, mobile phones, internet and phone server, interpretation equipment, etc.) and performs basic IT-related tasks
- Assists with projects
- Collates information and prepares documentation for meetings, actions, campaigns and publications where necessary
- Attends meetings and prepares minutes
- Drafts circulars and other documents
- Deals with routine incoming calls/correspondence/requests for information as appropriate
- Sorts and prioritizes incoming correspondence and responds appropriately
- Responds appropriately to external contacts, maintenance of good and constructive relationships with representatives from various European institutions, employers' organisations, companies, etc.
- Maintains diaries
- Assists in making travel arrangements
- Maintains website pages
- Collaborates with other Administrative Secretaries in order to ensure the good functioning of the Secretariat



We are looking for a candidate with

- Excellent spoken and written English and French. Knowledge of one or more other EU languages would be an advantage
- Relevant administrative experience of minimum 3 years, plus graduate level education or training
- Excellent knowledge of IT technologies (MS Office applications, database software, internet, etc.)
- Proven high quality secretarial, organisational and administrative skills
- Strong organisational abilities
- Accuracy and attention to detail
- Excellent communication skills
- Able to exercise discretion, judgement and initiative
- Able to work under pressure
- Integrate yourself into a team
- React in a flexible way to new challenges
- Proactive in addressing change

We offer

- **Competitive Salary + Representation costs and Internet at Home Allowance, Meal Vouchers, Mobile Phone + Subscription, Laptop, Group Insurance, Hospitalisation insurance (Discounted rate for family), 100% Public Transport Reimbursement.**
- **25+ Paid Holidays.**
- Up to **2 days** teleworking/week.
- **34** hour week.
- Fulltime **permanent** contract.
- A **Multicultural Dynamic Team** of 23.
- Weekly **Team Meetings, 1 – 1 Coachings, Trainings with External Experts, Yearly Development Appraisals, Team Building** Events.
- European **Travel.**

Equal employment opportunity

ETF is committed to the principle of equal employment opportunity for all employees, regardless of sex, marital status, nationality, religion, age, sexual orientation and any other characteristics unrelated to the performance of the job. Selection will be in accordance with objective, job related criteria and the appointment will be on the basis of applicants' merits and abilities.

Brussels, 15 October 2025