

## ANNEX X

### Detailed description of tasks per requested profile of Contractor's staff

SENIOR profile (relevant working experience > 8 years)	
Profile	Competencies
Account Director	<ul style="list-style-type: none"><li>• Leads the Contractor's team to provide the utmost level of customer satisfaction and service orientation;</li><li>• Liaises with ENISA responsible project manager on a day-to-day basis on all matters concerning the framework contract's implementation (e.g. work plan, service level agreements);</li><li>• Maintains a high level of performance by the Contractor's team</li></ul>
TECHNICAL profile (relevant working experience > 3 years)	
Profile	Competencies
Event Manager	<ul style="list-style-type: none"><li>• Develops and coordinates creative event concepts.</li><li>• Takes end-to-end responsibility accompanying events from strategic concept to realisation.</li><li>• Thinks holistic and focusses on the big picture, taking into account all facades of creative event experiences (including logistics, catering, technical set-up, entertainment)</li><li>• Negotiates, plans and manages event budgets, measures events effectiveness to drive continuous improvement.</li><li>• Supervises junior and support staff as well as technical providers</li></ul>
Junior profile (relevant working experience > 1 year)	
Profile	Competencies
Event/Meeting/Media Assistant	<ul style="list-style-type: none"><li>• Provides administrative and operational support to the project team as required</li><li>• Carries out routine and operational tasks.</li></ul>