

ANNEX IX

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