

**EBA Admin Team**  
**Request for Proposal**

**Introduction**

The European Burns Association (EBA) is seeking proposals for administrative support to manage the day-to-day operations of the association. Our contract with our current provider for secretarial and administrative support and congress management, expires in Autumn 2025. The EBA aims to transition to a standalone administrative team or individual(s) who will report directly to the EBA Executive Committee and ensure the seamless execution of administrative and organisational duties.

**Background**

The European Burns Association is the peak body within Europe representing professionals working in burn care. It advocates for burn prevention, research and treatment on behalf of all members of the burns care multidisciplinary team, including surgeons, physicians, nurses, therapists and psychologists, and more. The organisation has a large educational remit and promotes teaching and training for health care professionals involved in managing burn injuries. The organisation also provides Burn Centre verification in an attempt to unify the standard of burn care across Europe. The new administrative team will be tasked with ensuring the smooth running of these projects and more.

**Scope of Work and Capabilities Required**

The selected provider will be responsible for a range of administrative and operational tasks listed below:

- (i) **General Communication & Membership Engagement**
  - a. Manage the EBA's official **email inbox**.
  - b. Maintain and regularly update (e.g. links to sponsors, protected members' area) the **EBA website** with announcements, educational courses, congress details, etc
  - c. Provide **social media updates** on LinkedIn and potentially other platforms (i.e. X, Bluesky, Instagram)
  - d. Publish a **quarterly newsletter**, including content collection, standard template management, and sponsor integration, plan release dates and provide EBA committees with deadlines for submitting newsletter content.
  - e. Ensure proper use of EBA's **corporate identity** (logo, fonts, etc.).
  - f. Maintain an updated and secure online library of the EBA association's administrative documents, constitution and file catalogue.
- (ii) **Membership Administration**
  - a. Maintain an **updated list of members specified by country/profession and burn center/hospital members work in or are affiliated with**.
  - b. Oversee **annual dues payments** and send receipts.
  - c. Coordinate with the **Executive Board and committees**, ensuring regular communication and weekly updates.
- (iii) **Financial & Bookkeeping Responsibilities**

- a. Work with the **Treasurer** to prepare the **yearly budget**.
  - b. Maintain **bank accounts** and handle payments and invoices.
  - c. Ensure **proper documentation** for expenses requiring authorization.
  - d. Ensure a transparent access to the bank account (saving and current) as well as bank card for the treasurer
  - e. Provide **monthly financial updates** and **yearly reports** to the Executive Board.
  - f. Manage **fee collection for courses and Burn Centre Verification**.
  - g. Liaise with **accountants for annual audits** and compliance with tax and salary obligations.
  - h. (Retrieve and save donations from website once this functionality is added)
  - i. Execute payments and invoices e.g. travel expenses
- (iv) **Meetings & Governance**
- a. Organize and coordinate **Executive Board meetings** (online and in-person), including scheduling and minutes documentation and sharing, and follow up on the agreed actions.
  - b. Plan and execute the **General Assembly**, ensuring accurate record-keeping.
  - c. Oversee applications and **voting procedures for new Executive Board members**.
  - d. Support the **Verification Committee**, including planning, handling and archiving administration and correspondence between EBA and to be verified burn centres
- (v) **Sponsorship & Fundraising**
- a. Collaborate with our fundraising team
  - b. Send out sponsorship proposals and handle agreements, payments, and invoices.
  - c. Maintain sponsor relationships and update sponsorship sections on the **website and marketing materials**.

## Implementation Plan

The EBA would prefer that the new administration team work alongside Congress Care prior to the end of their contract period, to allow orientation to the Association's organisational structure, systems and accounts. Accordingly, we anticipate a start date for the role in fall 2025.

## Questions for Provider:

- **What experience do you have in this sector?**
- **What is your strategy for improving the visibility of the EBA and creating demand for educational meetings and congresses?**
- **How do you plan to create a good user experience for the EBA membership?**
- **What is your experience with managing a multinational Executive Board through electronic communication and online meetings?**
- **Which accountancy tools are you proficient in?**

## Support and Service Level Agreement licenses

The EBA expects the Service Level Agreement (SLA) with the provider to cover:

- Quality of the services provided by the administration team as assessed by the EBA Executive Board and EBA members
- Regular appraisal of the administrative team and parameters for performance management
- Benchmarks for responsiveness to queries, contact hours and hours worked per week, etc

## **Budget & Costs**

EBA anticipates:

- **Association and administrative services:** Budget to be determined based on proposals.
- **Annual hosting and maintenance fees:** Included in administrative expenses.
- **Add-on costs:** Please specify any additional charges for services beyond the agreed scope.

The proposal should include:

- **Pricing models (monthly, per-event, or annual fees).**
- **Projected costs for the second year** and potential adjustments.
- **Exit terms** regarding content and contractual obligations if the service agreement is not renewed.

## **Summary**

The EBA is looking for a competent, proactive, and reliable administrative team or individual(s) to handle our day-to-day business. The selected provider should demonstrate experience, efficiency, and a clear understanding of EBA's goals and mission.

We invite detailed proposals outlining:

- **Relevant expertise in association administration and event planning.**
- **Approach to communication, sponsorship acquisition, and membership management.**
- **Proficiency in bookkeeping and financial reporting.**
- **Operational strategies** for a seamless and effective workflow.

We look forward to reviewing your proposals.

**Submission Deadline:** June 1, 2025

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