



WE'RE HIRING!

HR & Operations Manager (full-time)

Location: Belgium based, hybrid between home and our Brussels office.

Duration: 12-month contract, with option to extend, depending on funding.

Start date: as soon as possible.

About us

Zero Waste Europe ([ZWE](#)) is the European network of communities, organisations, local leaders, experts, and change agents working towards the elimination of waste in our society. We advocate for sustainable systems and the redesign of our relationship with resources, to accelerate a just transition towards zero waste for the benefit of people and the planet.

The [ZWE network](#) now includes 33 members from 28 European countries and works with topics across the whole chain. From product design, to reusability, to end-of-pipe waste management solutions; from the phase-out of plastics to [municipal zero waste strategies](#) - our scope has significantly expanded but our mission and vision remain the same: a zero waste, fairer, inclusive, circular Europe for all (and planet, too, while we're at it).

We are a successful and fast-growing independent NGO where personal development, fairness and inclusiveness are high on the agenda. We are the proud founders of the [Mission Zero Academy](#) (MiZA), through which we offer Zero Waste certifications to cities, municipalities, and (going forward) small businesses. We are founding member of various movements and coalitions that are hosted under our entity (such as [Break Free From Plastic](#)); and are the European chapter of the [Global Alliance for Incinerator Alternatives \(GAIA\)](#).

Our ZWE Values

- We are purpose-driven, always putting forward a solution-oriented approach.
- We are game-changing – we challenge the status quo, explore emerging topics and create a safe space to succeed (and to recover from setbacks).



- We are adaptable, constantly striving towards learning and improving; open to change and to taking agency.
- We believe that acting with integrity is crucial to achieve impact and change, both inside and outside our network.
- And we care deeply about our communities, the environment, and systemic changes that benefit society as a whole – while also looking after ourselves and our own well-being as a team and as individuals.

About the job

In this role, you will be responsible for overseeing and driving the operational aspects of ZWE, forming the link between the Operations Team and the Operations Director. You are responsible for the overall operational management (HR, Finance, Admin, Office) but will dedicate the largest part of your focus to Human Resource management (~50%) and are excited to push our People Infrastructure and Strategy to new levels. You will be supported by, and provide line management to, the 3 Operations Officers.

All round HR management

- First contact point for the team with regards to HR matters, responsible to help create/nurturing a welcoming and healthy work environment.
- Responsible for the development, updating, and implementing of a 360 Degree People Strategy, including (but not limited to): an employee experience strategy; compensation and benefits; recruitment process; performance management programme, ..., in cooperation with the Operations Director.
- Co-lead recruiting, interviewing, and hiring activities, in cooperation with the Line Managers.
- Ensure the organisation's compliance with employment-related regulations.
- Processing of payroll and benefits, including: communication with payroll company; updating of database/tools; managing absences and additional benefits (insurances, meal vouchers, ...).



Financial / Grant management

[The weight of the financial side is expected to be higher at the start, while supporting the long-term leave of our Finance Officer. Upon her return, finance will remain under the scope of the role, but the active workload will move back to the Finance Officer].

- Oversight of bookkeeping and other financial streams (with external support on the bookings):
 - Ensuring correct and timely processing of invoices;
 - Producing management accounts, budget/cash flow forecasts;
 - Bank account management and reconciliation;
 - Organisation's filings to include statutory filing, tax, and VAT.
- General (service and grant) contract oversight and coordination, ensuring compliant formats are available for the organisation to use.
- Grant management (in cooperation with/supporting the Grants/Finance Officer):
 - Grant application and reporting, in liaison with the budget holders;
 - Lead on audits, together with the Finance Officer;
 - Know and master donor contracts and rules to ensure the correct allocation and respect of the rules and procedures .

Organisational Development / General organisation and office administration

- Work together with the management team on the operational structure and direction of ZWE.
- Look out for and implement tools and processes that could benefit the organisation.
- Support and guidance of the Administration & Events Officer in the overall office administration management covering areas such as supplier contract renewals, office rental, ICT support, supplies, insurance compliance, and event management.
- Support the growth of our sister entity Mission Zero Academy (MiZA) in their organisation setup and growth.



About you

Required skills and competencies

- Strong interest in, and passion for, people management, development, and coaching – ideally with 4+ years experience as a Line Manager.
- Strong interpersonal skills.
- Thorough knowledge of Belgian HR regulations.
- Solid understanding of Belgian fiscal/accounting rules, including double-entry bookkeeping.
- Accounting software user skills, ideally Winbooks.
- Motivation to drive continuous improvement and automation in processes and methods.
- Strong analytical skills – solid knowledge of, and affinity with, Excel (/Google Sheets).
- Ability to work with the general Google Suite, Slack, and other similar collaboration tools.
- Good knowledge of English and either French or Dutch.
- Interest in Zero Waste Europe's work and areas of focus.

Preferred skills and competencies

- Knowledge of HR regulations in other countries, or other setups such as employee of record.
- Experience with EU and other institutional funding streams.
- General grant management knowledge.
- Degree in business administration, management, or bookkeeping strongly preferred.
- Other language skills.

Equal Employment opportunity

We are 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.



We also realise that not all individuals have the same opportunities to engage in paid work or studies and are open to receiving applications from those who may not fulfil all the required skills but have the interest, passion, (cap)abilities, and drive to fulfil the role. In this respect, we encourage people from a diverse intersection of backgrounds to apply.

Location, Compensation and Work Environment

This is a full-time position based out of our Brussels office, under a hybrid working setup with a split 50/50 working from home vs from the office. A valid working permit for Belgium is required. The initial contract will be closed for a 12-month period, with a likelihood to be extended into a long-term contract depending on the available funding.

We offer a competitive NGO salary (€3,200.00-3,600.00 gross) plus benefits, including lunch vouchers (8€/day); 13th month (year end bonus); double holiday pay (Belgian standard); 20 vacation days plus 6 extra-legal holidays + 4 days between Christmas and New Year; hospitalisation; ambulatory and Dental Insurance (DKV); tTravel insurance; home working and other allowances (€150.00-220.00 net/month); full coverage of public transport costs for commuting (minimum €49.00 net/month); and flexible working hours/times.

We take pride in our ability to support one another's work in an atmosphere of mutual trust and respect, and look forward to introducing the successful candidate to our welcoming and highly motivated team and network members.

Deadline to apply: the position will stay open until filled.

To apply:

Please send your CV and motivation letter in English with two references (all merged into a single PDF document) through the appropriate form on the ZWE website ("[Work With Us](#)" page). Only the applications sent via this form will be taken into account. We can only guarantee that short-listed candidates will be contacted.

The position remains open until filled. Interviews will be conducted on a rolling basis. We encourage potential candidates to submit their applications when ready, and not to wait until the final deadline. Our 2-round interview process will include a 1-2 hr assignment for selected candidates after round 1.