



WE'RE HIRING A HEAD OF OPERATIONS!

Due to the continuous growth of ZWE, we are creating a Head of Operations position to lead on the organisational side of the entity. As Head of Operations, you will be taking over the key responsibilities from the Operations Director, a position which was temporarily created to kick start organisational growth, and provide parental leave cover and will now be dissolved.

This is a key leadership role within the organisation with the exciting objective of developing and fostering policies and systems for HR, finances, and administration, but also leading on ZWE future development plans in terms of legal, financial and operational implications. You will work closely with other senior staff and the Executive & Associate Director, and will be supported by a team of 3 people.

Our 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 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 you

You are a born problem-solver and strategic thinker, always looking to make people's life easier. You enjoy leading on organisational processes, designing and implementing what's needed for a smooth functioning of organisations. You excel at personal relations, are organised and attentive to details. You are proactive, flexible and embrace complexity. You can handle stress and uncertainty and you are familiar with the zero waste philosophy.

You have experience in managing human resources, strategic oversight of finance and budgeting; statutory matters and risk management. You feel comfortable leading organisational growth transition plans, from defining and setting up new legal structures to designing new working practices while minimising risks.



About the role

Core responsibilities

Organisational development and strategy

- Oversee the efficient and effective day-to-day operations of the organisation, spotting blindspots, bottlenecks, and potential improvements, ensuring the smooth functioning of the operations.
- Oversee, develop and optimise organisational policies and procedures.
- Design and implement an organisational risk management system.
- Lead on the ZWE organisational maturity from a legal and financial perspective.
- Oversee all office operations including office rental, IT, health and safety, etc.
- Support the overall office administration management covering areas such as supplier contract renewals, office rental, ICT support, supplies, insurance compliance, and event management.
- Work together with the management team on the operational structure and direction of ZWE.
- Support the growth of our sister entity Mission Zero Academy (MiZA) in their organisation setup and growth.

HR development, management and compliance

- Provide leadership and manage the operations team.
- Develop and implement (or oversee the development of) HR policies, with a focus/priority on talent acquisition and professional development set forward for 2023.
- Conceive, develop, and implement (or oversee the development of) policies and procedures that promote good governance, organisational culture, excellence and vision.
- Ensure compliance with Belgian labour law and other European laws as required.
- Oversee the maintenance of a positive, healthy, and safe work environment in accordance with all appropriate legislation and regulations.

Finance & fundraising

- Oversee ZWE's financial strategy, as well as the reporting and accounting operations.
- Ensure the design, development, and implementation of advanced systems for monitoring & reporting of costs & grants.
- Oversee the accounting and the preparation of the statutory accounts.
- Ensure that the Board and team are provided with comprehensive, regular reports on the revenues and expenditure of the organisation.
- Support the Operations team in the administration of funds as well as timely financial and narrative reporting to funders.
- Oversee the successful implementation and achievement of funders' requirements.



- Ensure compliance with Belgian and EU financial legislation.

About you

Required skills and competencies

- Relevant master degree or equivalent experience.
- Strong interest in, and passion for, **people management, development, and coaching**.
- Strong **analytical and financial reporting skills**, ability to manage complex grant reporting.
- **Strong interpersonal skills**, able to bring people along in the strategy set forward.
- **Strategic mindset**, able to set long term goals while tackling short term priorities.
- Comfortable **working autonomously, driving change and setting direction**.
- Comfortable **defining priorities and asking tough questions**/challenging the *status quo*.
- Driven to find **continuous improvement and automation** in processes and methods through digital technologies and other means.
- Solid **knowledge of HR management**, including(Belgian) HR regulations.
- Solid understanding of **fiscal/accounting rule**, with an **aptitude for accounting software**, ideally Winbooks, or ability to learn autonomously. Affinity with Excel(/Google Sheets).
- Ability to work with the general Google Suite, Slack, and other similar collaboration tools.
- Excellent knowledge of **English** and ideally either French or Dutch.
- Interest in and **passion for Zero Waste Europe's work and areas of focus**.
- Prioritising **integrity** above all.

Desired skills and competencies

- Knowledge of HR regulations in other countries, or other setups such as employee records.
- Experience with EU and other institutional funding streams/grant management knowledge.
- 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 open ended.

We offer a competitive NGO salary (€4200-4900 gross, depending on experience/skills) 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 (closed office between Christmas & New Year).
- Hospitalisation; Ambulatory and Dental Insurance (DKV); with option to add your family
- Travel 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).
- 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 remains open until filled. Interviews will be conducted on a rolling basis starting December 10th.

To apply:

Please send your (English) **CV and motivation letter explaining why you are interested** and including 2 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. Our 2-round interview process will include a 1-2 hr assignment for selected candidates after round 1.