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JOB DESCRIPTION

Position title: Operations Officer

Reports to: HR Manager & Operations Coordinator; dotted line to WWF EPO Director

Grade: Professional 1 (P1)

Date: January 2024

I. Mission of the department:

The “Operational support services” ensures that the office runs smoothly and efficiently and provides support and services for WWF EPO staff and visitors.

II. Major functions:

The aim of this position is to reinforce the efficiency of the Operations team, to provide timely and adequate support to the WWF EPO Director and to the HR Manager & Operations Coordinator as well as to provide comprehensive support to the operations unit.

The Operations Officer is a member of the Operations Team and reports to the HR Manager & Operations Coordinator with a dotted reporting line to the WWF EPO Director.

III. Major duties & responsibilities:

1/ Support to the EPO Director (30%)

The exact responsibilities under this duty will be defined by the WWF EPO Director. Tasks include but are not limited to:

- Facilitating and ensuring effective internal communication between the Director(s) and Heads of Units;
- Assisting with scheduling meetings, appointments, events, coordinating the Director’s calendar, handling calendar invites;
- Planning appointments and events, organise meetings as appropriate, notes taking;
- Preparing and format documents, presentations and reports;
- Arranging travel bookings and accommodation.

2/ Support to the HR Manager & Operations Coordinator (30%)

Tasks include but are not limited to:

- Supporting the HR Manager in the coordination of recruitment processes: preparing lists of applications, arranging and scheduling interviews and following up with candidates;
- Supporting the HR Manager in the implementation of the annual training and development plans;
- Contributing to other HR and organisational initiatives such as the competency framework;
- Updating and maintaining the EPO online portal and virtual office with the relevant policies and staff information.

3/ Support to general operations and office management & governance (40%)

- Coordinating the reporting of the Network Performance Overview from WWF EPO and providing input for relevant sections on a yearly basis;
- Supporting the WWF EPO network meetings with the relevant Directors: Strategy Advisory Group (SAG), European Conservation Directors and European CEOs: logistics, documentation, technical support for virtual and hybrid meetings;
- Organising the EPO Management Advisory group (MAG) monthly meetings and note taking;
- Organising the WWF EPO legal board/General Assembly meetings as well as liaising and sending updates to the Moniteur Belge;
- Liaising with Diversity Travel (or any other travel platform provider);
- Participating in the bi-monthly Operations meetings and monthly staff meetings;
- Supporting the Operations team in the smooth functioning of the office by managing office and kitchen supplies as appropriate.

IV. Profile:

Required skills and competencies:

- Spoken and written language proficiency in English; ability to work in French or another EU language;
- 3+ years' experience in a similar operations role, ideally in an NGO;
- A proactive attitude, ability to work independently in a fast-paced international environment;
- Excellent coordination and organisational skills; autonomous, accurate and a high attention of detail;
- Strong interpersonal skills and team spirit, discretion;
- Proficiency in standard Microsoft Office software package, Google workspace, Windows, virtual and hybrid meetings such as Zoom and Teams;
- Solid communication and financial skills;
- Flexibility, enthusiasm and eagerness to learn for working on a variety of tasks;
- A firm commitment to WWF's mission ("to stop the degradation of the earth's natural environment and to build a future in which humans live in harmony with nature") and its values ("courage, integrity, respect, collaboration").

V. Working Relationships:

Internal and external: The post is located in Brussels and reports to the HR Manager & Operations Coordinator. Works closely with the operations team, WWF EPO Director as well as WWF EPO staff and other relevant network colleagues.

This job description covers the main tasks and conveys the spirit of the sort of tasks that are anticipated proactively from staff. Other tasks may be assigned as necessary according to organisational needs.