Job offer

Head of Operations & Finance

Finance Watch, the Brussels-based public interest advocacy association dedicated to making finance serve society, is looking for a Head of Operations & Finance to strengthen its team. Growing this team with highly skilled and motivated professionals is an essential component of our five-year strategic plan.

Job Title: Head of Operations & Finance
Location: Brussels, Belgium
Job Type: Full-time or part-time (minimum 80%)

Role Summary

The Head of Operations & Finance will lead the Operations & Finance (O&F) department and be responsible for the overall coordination of this department.
They will report to the Secretary General and coordinate their activities with a Head of Research & Advocacy and a Head of Communications & Networks (as part of the "Management Team").
The role combines direct contribution to operations, finance, fundraising and HR activities, acting as a senior specialist, along with helping to ensure the smooth day-to-day running of the organisation.

The Operations & Finance department currently comprises a Finance & Operations Officer and a Grants Assistant, assisted by an in-house Administrative consultant. Each person works on specific topic areas of expertise, manages administrative tasks, monitors grant agreements and contributes to the financial stability as well as the legal compliance of the organisation. They have direct contact with funders and members as part of their administrative work.

The 'Operations & Finance department' focuses mainly on the following activities:
- Financial Management, Accounting & Forecasting (Budget & cashflow)
- Grants & small donations administration
- Office & logistics
- Human resources
- Membership administration
- Processes & tools, including IT
- Event management
- Legal & compliance, incl GDPR
- Board Administration

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Key Responsibilities of the role

Management of the O&F Department

- Lead a Department 'Operations & Finance' of currently 2 staff and 1 in-house consultant
- Coordinate their activities with the other members of the 'management team' (Secretary General, Head of Research & Advocacy, Head of Communications & Networks)
- Manage the appropriate time allocation/workload
- Monitor the budget allocated to the Department
- Make sure deadlines are respected within the Department

Human Resources management of the O&F department

- Human resources management of the department, including promotions, recruitment, evaluations, performance indicators, career development, monthly catch-ups, holiday planning etc.
- Replace an Operations & Finance Projects colleague or a manager in case of leave

Internal collaboration

- Contribute to the weekly management meetings
- Contribute to the monthly staff meetings
- Plan regular training sessions to upgrade the knowledge of the staff on the latest developments
- Ensure a smooth collaboration between the 3 departments, including the contribution to outputs & activities related to the other departments (blogs, social media, grant reportings, press, timesheets, events, internal policies, grant proposals, newsletters, etc)
- Ensure the O&F department respects internal processes, templates, guidelines and procedures

Strategy

- Contribute to Finance Watch's overall multi-annual strategy
- Implement the O&F part of Finance Watch's strategy
- Monitor the implementation of the strategic plan, as well as the annual work programmes
- Contribute to the development of a fundraising strategy
- Develop the annual work programme of the Operations & Finance Department
- Ensure consistency of the outputs of the Operations & Finance Department with Finance Watch's mission and strategy
- Report status and progress, especially on Finance, HR & Operations items to the Secretary General and the Board

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Operational excellence - Transversal

- Coordinate internal projects in order to maximise impact, including by implementing simple & innovative solutions
- Ensure overall team collaboration (respect of processes, guidelines & procedures), fostering a culture of continuous improvement
- Propose improvements for internal processes, templates & guidelines
- Evaluate risk: produce risk assessments and implement risk mitigation strategies across all operational and financial areas. Prepare contingency plans.
- Ensure operations run smoothly and with equal treatment of all staff

Operations

- Implement efficient processes and standards
- Supervise & monitor all processes
- Supervise the organisation of events, workshops, and initiatives and provide logistical and operational expertise
- Manage contracts and relations with customers, vendors, partners and other stakeholders
- Ensure smooth Office operations (answering switchdesk phone calls, pleasant work environment, including from home, water-internet-heating supply, cleanliness of the office, etc)

Data management

- Ensure a good quality of data management (contacts, emails, addresses) in the Department (from daily updates to monthly or yearly cleaning exercises)
- Propose improvements in the data architecture of the organisation
- Assess the quality of data provided by other departments, as well as the proposed automations & workflows, especially in the CRM tool.
- Ensure continuous GDPR compliance of the organisation.

Members

- Oversee the membership-related administrative processes (onboarding, outboarding)
- Handle inquiries from membership, mainly in terms for membership fee and data management
- Organise the Annual Gathering of Members
- Add automations & workflows where possible
- Participate in Board meetings when required
- Contribute to the quarterly report to the Board

Board Administration

- Provide a Secretary of the Board (meeting management, minutes, agenda & administration)
- Make sure new Board members are onboarded

Funding

- Manage the grants
- Coordinate staff contributions to the periodic reporting on activities to existing funders
- Coordinate the drafting of funding proposals to new funders

Budget & Finance

- Monitor the financial situation (budget & cashflow)
- Build the annual budget
- Provide the Secretary General and the Board with accurate, timely financial updates and forecasts
- Organise monthly catch-ups with the Treasurer
- Make sure payments are done with respect to processes & accesses
- Respect tax deadlines
- Answer to the queries from the auditors and external accountants

Human Resources - Transversal

- Lead human resources functions, including recruitment, onboarding, performance management, trainings and staff development
- Ensure alignment with Finance Watch's values, Ethical charter and diversity, equity & inclusion principles
- Advise management on talent development and organisational structure to meet strategic objectives
- Develop and implement progressive HR policies that support a team consisting of many expatriates
- Support employee well-being through initiatives that enhance motivation, engagement, and work-life balance

Legal & compliance

- Ensure regulatory compliance: membership rules, Annual Gathering of Members, Articles of Association, working rules, psychosocial protection, HR contracts, tenders, transparency register, National Bank of Belgium, and other legal requirements…

IT

- Oversee the implementation of IT systems and tools
- Ensure staff have access to appropriate technological resources and training for effective remote/hybrid working
- Implement and maintain IT systems, tools, and cybersecurity protocols to support efficient and secure operations and take adequate measures in case of threats or attacks

What does success in this job look like?

A well-structured and cohesive Operations & Finance Department, where team members feel valued, respected, and supported. All outputs are delivered on time, properly documented, and aligned with the organisation's mission and objectives.

Profile/ Qualifications

Required

- A master degree, preferably in Law, Business Administration, Economics, Finance, Accounting or equivalent experience
- Experience and affinity with the financial administration of a membership not-for-profit organisation is highly desirable
- Several years of experience in Operations, Finance & HR in small businesses or a Non-governmental Organisation, or several years of financial controlling in an auditing company
- Management and leadership experience
- Experience in leading the development, coordination and engagement of a small team
- Knowledge of Belgian HR law & rules
- Experience working with Boards, decision making processes and organisational governance structures
- Experience organising engaging meetings and events
- Experience with financial management, and fundraising (funding processes, applications and reports)
- Excellent level of English
- Excellent writing skills
- Ability to interact with a diverse set of senior stakeholders
- Excellent Excel skills

Desired

- Experience in philanthropic fundraising
- Experience in fundraising through individual donations
- A good knowledge and experience of EU funding and philanthropic funding of civil society
- Knowledge of and experience in organisational development and network development
- Experience in a civil society network
- Experience in implementing and running digital platforms and tools to facilitate the dissemination of knowledge

- Experience in managing a CRM
- Knowledge of French or Dutch is an asset (the organisation is based in Belgium)

Skills

Required

- Able to adapt to the evolving needs of the organisation
- Lead by example
- Excellent project management skills
- Budget management skills
- Mindset of operational excellence
- Leadership skills and operational vision
- Excellent people skills including active listening and empathy
- Ability to understand the role of financial services and their regulation on the functioning of market economies
- Ability to work in an international environment
- Ability to manage a substantial and varied workload effectively, including managing competing demands, maintain high levels of accuracy, and ensure excellent coordination of activities across diverse entities
- Delegation skills

What we offer

- A permanent contract under Belgian law
- No probation period
- 100%, or part-time negotiable
- 40h a week if full-time
- Hybrid (i.e. teleworking in Belgium + presence in the office in Brussels)
- Up to six weeks of teleworking from within Europe permitted annually
- A competitive salary, dependent on seniority and skillset
- 20 days of legal holidays (prorata) per year + 1 recup day per month (prorata) (= 32 days per year for a full-time position)
- A monthly expense allowance, amount depending on seniority
- DKV complementary health insurance, including dental and hospitalisation insurance
- Additional pension plan paid by Finance Watch (6% of gross salary)
- A laptop (for professional use)
- Full reimbursement of public transportation in Belgium
- Lunch vouchers 8€ per working day (minus personal contribution of 1.09€ per working day)
- "Ecocheques" 250€ per year (prorata)
- Training possibilities
- A multidisciplinary and multicultural working environment

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Process

The recruitment process will include a series of interviews - up to three or four -, online or in presence in Brussels, involving managers and staff. A written assessment can be asked. We are willing to create opportunities for candidates to learn more about Finance Watch and engage in meaningful conversations throughout the process.

Equal employment opportunity

Finance Watch is 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. Know that we are particularly eager to increase the representation of women, “non-Caucasian” and people with disabilities within the Finance Watch staff. Selection will be in accordance with objective, job-related criteria. The appointment will be on the basis of applicants’ merits and abilities.

Application guidelines

Interested candidates are invited to send a letter of motivation + CV via email to: recruitment@finance-watch.org

Please quote “Head of Operations & Finance - Vacancy” in the title of your email.

The position remains open until filled.