

Operations Coordinator (Events) (f/t)

1) About ESN

The European Social Network (ESN) brings together more than 200 public social services authorities across 35 countries. We support the development of effective social policies and high-quality care services through knowledge exchange, analysis, and collaboration.

Through our work, we contribute to European policymaking and support public authorities in improving people's lives.

For more information, visit www.esn-eu.org.

2) About the Role

We are looking for an Operations Coordinator to play a central role in delivering ESN's flagship activities and strengthening our organisational operations.

You will lead the coordination of:

- [The European Social Services Conference](#)
- [The European Social Services Awards](#).

Beyond event delivery, the role includes financial coordination, supplier management, stakeholder engagement, and process improvement, ensuring the smooth and effective implementation of ESN's core activities.

You will work closely with a Junior Events Officer and report to the CEO.

3) Key Responsibilities

Project & Operational Coordination

- Coordinate ESN's flagship activities from planning to delivery
- Manage timelines, milestones, and operational workstreams
- Coordinate venues, suppliers, and external partners
- Oversee logistics, materials, and on-site delivery
- Identify operational risks early and escalate issues proactively

Financial & Supplier Oversight

- Monitor project budgets, income streams, and expenditure
- Validate supplier deliverables against agreed scope and contractual commitments
- Review supplier invoices and flag cost variances
- Ensure deviations in scope, budget, or delivery are escalated appropriately
- Support financial reporting and reconciliation with the finance function

Stakeholder Engagement

- Act as a key contact for speakers, delegates, partners, and suppliers
- Maintain regular communication with all of them
- Support participant experience before, during, and after events
- Ensure accurate tracking of registrations, contributions, and documentation

Systems & Continuous Improvement

- Improve internal operational processes
- Support CRM and data systems development
- Contribute to efficiency improvements across ESN activities

This list of duties is not exhaustive, and other duties may be required commensurate with the role.



4) Requirements

Education & Experience

- Bachelor's degree or equivalent professional experience in business, marketing, project or event management, operations, or public administration
- At least 4–5 years of relevant professional experience in event management, project coordination, or delivery of complex multi-stakeholder events, including supplier and budget oversight.

Skills

- Strong organisational and project coordination skills
- Excellent judgment and attention to detail
- Ability to manage multiple priorities under pressure
- Strong financial and operational discipline
- Confident communicator able to engage and challenge stakeholders constructively

Technical

- Excellent command of English (written and spoken)
- Strong proficiency in Microsoft Office, especially Excel
- Experience managing suppliers and budgets
- Experience with CRM systems

Mindset

- Proactive and reliable
- Anticipates problems before they escalate
- Solution-oriented and accountable
- Comfortable working independently in a small team



5) What we offer

- A full-time permanent contract.
- A well-respected, multidisciplinary, and multicultural working environment within an organisation dedicated to promoting no-one is left behind.
- A competitive package, including:
 - Salary is structured according to experience, demonstrated expertise, and level of responsibility, with an indicative starting range of €3,550–€3,900 gross per month (14 payments)
 - Lunch vouchers, transportation allowance, Internet allowance, laptop, medical insurance plan (covering hospitalisation, consultations, medications, etc.), and eco-vouchers.
 - Extra leave days: annually, seniority and Christmas.
- Opportunities for professional development.

6) How to apply

Submit your application in **English**, to Mr. Alfonso Lara-Montero, CEO, at recruitment@esn-eu.org. Include:

1. In a **single PDF file, a maximum of 3 pages**, your **Cover Letter and CV** explaining your motivations and proof how you fulfil the role requirements.
2. Email subject: **Operations Coordinator (Events) – Your Name Surname**
3. Indicate where you found this offer

7) Recruitment process

- **Deadline for submission: 15 July @ midnight**
- Desired start date: 1st September.
- If interested apply early as we may interview on a rolling basis.



- Next steps include online and onsite interviews and a short assignment to complete beforehand.
- Only shortlisted applicants will be contacted.
- Applicants must have valid work and residency documentation for Belgium.

8) Equal Opportunities Statement

We welcome applications from all suitably qualified candidates, particularly those from disadvantaged socio-economic backgrounds, diverse ethnicities, or differing abilities. The European Social Network is committed to treating all employees and applicants fairly and equally, regardless of gender, sexual orientation, marital status, race, colour, nationality, ethnic or national origin, religion, age, disability, trade union membership status or any other characteristic.

Candidate details will be retained on a reserve list for six months. If you wish to have your data removed sooner, please contact us.