

WOMEN WIN is recruiting an Operations Manager

ABOUT WOMEN WIN

Founded in 2007, [Women Win](https://www.womenwin.org) (WW) is a global multi-dimensional women's fund guided by the vision of a future where every girl and womanⁱ exercises their rights. With a global team based largely in the Netherlands, WW collaborates with diverse partners to increase the assets, access, voice, and agency of women and girls around the world. At Women Win we are driven by our vision and guided by our core values of gender justice, play, innovation, collaboration and change. As an organisation we strive to build a unique and playful organisational culture that fosters learning, creates community, and brings joy to the whole team every day. We believe in flattening hierarchies, reducing bureaucracy, and eradicating unnecessarily heavy processes.

ABOUT THE ROLE

The Operations Manager is a key position within the organisation, reporting directly to the Deputy Executive Director and a dotted reporting line to the Chief Financial Officer. The role serves as a key resource in supporting and contributing to all aspects of Women Win's operational management ensuring the team is equipped to be effective in their work. This position is responsible for managing the Operations Coordinator and works closely with the FinOps, P&C and Learn teams.

The ideal candidate is someone who has a background in operational processes, including but not limited to facilities, human resource administration, IT and digital security oversight. You thrive in a fast paced, collaborative, supportive, and fun environment while valuing hard work in delivering the desired outcomes.

CORE ACCOUNTABILITIES

The core accountabilities of this role include:

OPERATIONS

- Oversee operational processes at Women Win including ensuring optimal facilities management for remote and hybrid team effectiveness and engagement, procurement of supplies and equipment etc.
- Support the FinOps team in developing and implementing a Procurement Policy and procedure.
- Liaise with building owners including lease and space management;
- Lead annual facilities budgeting and planning;
- Work alongside and manage the Operations Coordinator and oversee the day to day management of the office space including managing the inventory of WW equipment.
- Collaborate with P&C to ensure staff are set-up for operational success in hybrid office & remote work environments

HUMAN RESOURCES ADMINISTRATION

- Work to ensure all WW HRM practices comply with Dutch legal codes and policies and collaborate with the P&C team to annually review and update staff policies and procedures.
- Manage NL pensions;
- Liaise with ELT, P&C and Finance teams to design, develop and deliver a best-in-class approach to managing WW's local and remote workforce.

IT / DIGITAL SECURITY

- Lead efforts to ensure all staff are equipped with adequate IT equipment (software and hardware) and assist in problem solving when needed;
- Work with the Digital Coordinator and FinOps team to manage and streamline the suite of software and other applications that the organisation uses on a daily basis. Work with the team to stay aware of latest software best practices and tools related to a local and remote workforce.

- Liaise with other key stakeholders to design, develop and deliver a strategy and plan to protect the organization's computer systems, networks, and databases from cyber threats and security breaches.

ABOUT YOU

At Women Win, a Manager holds an important leadership role. At this level, you manage a complex portfolio of work while executing tasks and coordinating with others in the team. You set clear expectations and goals and garner trust from the team through deep listening, recognition, and acting on feedback within your portfolio as well as throughout the organisation. You assimilate, analyse and prioritise information to identify what is important and provide strategic and operational solutions.

You have technical implementation experience together with broad knowledge of principles, approaches, methodological frameworks, and best practice theories in Operations. You maintain key internal stakeholder relationships and you display aspects of servant leadership by being supportive, empathetic, and able to cope with your own emotional responses. You remain calm in difficult or unforeseen situations. You enjoy a vibrant work hard play hard culture. You are inspired by WW's vision and the mission of each of its three brands.

Education: At least a university degree in a relevant field, i.e. Business Management, Operations Management, Project Management, Economics or related fields.

Experience: In addition to Operations Manager level competencies (as described above), the candidate should have:

- At least six years' experience in an operations related role in the private, public or NGO space.
- Proven experience in process management.
- Knowledge and experience with Dutch HRM processes
- Project management skills.
- Proficiency in MS Office (Excel, Word, PowerPoint), particularly Excel.
- Attention to detail with a high level of accuracy.

Travel: Ability and willingness to travel approximately 10% of the time to attend team events and retreats.

Working Hours & Location: Preference for a full-time position (minimum 32hrs per week). This position involves managing Women Win's office space in central Amsterdam and overseeing facilities. The candidate is expected to work from the Amsterdam office minimum 1 day a week in order to carry out their work effectively.

Women Win cannot procure a working permit for prospective candidates.

Salary: Manager level position with compensation based on the Women Win salary scale.

Languages: English & Dutch professional fluency - verbal and written - required. Other languages highly valued.

TO APPLY

Hiring for this position is open immediately and interested candidates are encouraged to apply as soon as possible, no later than the **2 October 2023**. Please submit the following to jobs@womenwin.org with Operations Manager in the subject line:

- Motivation letter outlining how your skills and experience make you the best candidate for this position and why you'd like to join our team. Please indicate when you would be available to start at WW in your motivation letter.
- English resume/CV.

Notes.

- Women Win strives to be a diverse and inclusive organisation. For us, this translates to creating an environment where everyone can bring their authentic selves to work and make it easy for others to do the same. We encourage applicants with diverse backgrounds and experiences to apply.
- WW cannot procure a working permit for prospective candidates. WW will also be unable to provide individual feedback to applicants who are not short-listed.
- When we collect your personal information as part of a job application or offer of employment, we do so in accordance with industry standards and best practices and in compliance with applicable privacy laws.
- WW is committed to offering reasonable accommodations to job applicants with disabilities. If you need assistance or an accommodation due to a disability, please contact us at hr@womenwin.org.

To all recruitment agencies: WW does not accept agency resumes. Please do not forward resumes to our jobs alias, our employees or any other organisation location. WW is not responsible for any fees related to unsolicited resumes.
