



Business Support Officer | HCWH Europe

Job title	Business Support Officer
Location	Brussels
Eligibility	All candidates must hold the right to work in the European Union
Hours	Full-time, 38 hours per week
Salary & benefits	<p>Salary dependent on qualifications and experience up to €2,800 per month gross.</p> <p>HCWH Europe offers a competitive salary with additional benefits such as: nine-day fortnight working schedule, meal vouchers, monthly travel support, hospitalisation insurance, holiday payment, 13-month salary, flexible working, and international travel.</p>
Closing date	<p>Closing date 05/08/2022. Interviews scheduled to take place on 11/08/2022.</p> <p>HCWH Europe reserves the right to close the application process upon selection of a suitable candidate; early applications are therefore encouraged.</p>
Starting date	ASAP

About Health Care Without Harm (HCWH) Europe

HCWH Europe is a non-profit organisation that works to transform healthcare worldwide so that it reduces its environmental footprint, becomes a community anchor for sustainability and a leader in the global movement for environmental health and justice.

HCWH has offices in Europe, US, and Asia as well as a global team that works across all regions. HCWH works closely with health professionals, hospitals, healthcare systems, NGOs, local government, ministries of health and international organisations. HCWH Europe is active in 26 countries of the WHO Euro region and has a growing number of members. The HCWH Europe office is located in Brussels, Belgium.

For more information, visit: www.noharm-europe.org

Position overview

We are seeking an experienced, driven and well-organised administration professional to join our growing European team to provide efficient, flexible and proactive support to the Operations Manager, Leadership Team, Board of Directors and wider HCWH Europe team.

Reporting to the Operations Manager, the Business Support Officer will play a central role in supporting and strengthening the smooth, reliable, and effective function of HCWH Europe's core business operations and ensure the continued success and ongoing development of our organisational culture and structure as we grow internationally in pursuit of our mission.

The role requires attention to detail, good communication skills, teamwork and professionalism. You will be a proactive and motivated self-starter, capable of operating in a fast paced and changing environment.

This is an exciting new role that would suit an experienced administration professional interested in making a positive environmental and social impact within a dynamic, ambitious and growing international NGO.

Key responsibilities

General office management/administration

- Order and maintain inventory of office supplies, IT equipment, and software, e.g. stationery, staff laptops, software licences, liaising with the IT team where necessary.
- Liaise with landlord, suppliers, and contractors to maintain contracts and ensure the smooth running of the office.
- Oversee smooth functioning of all office equipment.
- Manage outgoing and incoming post.
- Manage the organisation's calendar and room bookings.

Meeting and event administration

- Provide administrative support to the Executive Director and Leadership Team, including scheduling and managing the HCWH Europe Board of Director meetings and monthly staff meetings.
- Provide support to the Conference & Events Producer to ensure the successful delivery of a high quality international events programme.
- Support the organisation of in-person and virtual meetings for staff, the Board of Directors, and the Annual General Meeting of members.
- Manage travel and accommodation booking for staff and external partners for meetings, events, and conferences.

Human resources

- Manage the organisation's HR inbox and act as first point of contact for HR enquiries.
- Liaise with the social secretariats, insurers, service providers, etc. as required.
- Coordinate HR reporting such as staff records, contracts, and timesheets.
- Keep the organisation's Staff Handbook up to date.
- Manage the booking and attendance monitoring for all staff training.

Other responsibilities

- Assist in the organisation of team and Board away days, retreats, and team-building activities.
- Update and maintain key business systems and registers.
- Support the Operations Manager to create, improve, and implement existing administrative procedures and policies.
- Manage the organisational social calendar.

Line reports

None, but with potential to develop a central administration team.

Qualifications and experience

- Bachelor's degree or equivalent experience.
- Experience working in a similar position, preferably in a non-profit environment.
- Experienced in developing and implementing effective business/office management systems and HR processes.
- Experience working within the Belgium administrative environment would be an advantage.
- Interest in sustainability or the healthcare sector.

Knowledge, skills, and abilities

- Fluency in English and high proficiency in French (written and spoken) are mandatory for this role.
- Excellent analytical/numerical skills accompanied with strong organisational skills.
- Comfortable using own initiative and taking ownership of processes.
- High levels of integrity and trustworthiness (the post holder will be expected to handle confidential and sensitive information).
- Strong interpersonal skills and ability to work both autonomously and as part of the team.

- Solid IT competencies with standard Microsoft Office software and Google Docs (with excellent proficiency in MS Excel).
- Excellent communicator.
- An eye for detail and process driven.
- Ability to work under pressure and to tight deadlines.
- Ability to work flexibly and effectively in a fast paced and changing environment.
- Positive outlook and a good team player.

How to apply

To apply for this position please send an email to jobseurope@hcwh.org

- Include your last name and the job title in the subject line, i.e. LAST NAME Business Support Officer.
- Attach your CV and a cover letter (Word or pdf format) explaining your motivation for the position.
- Please let us know where you found the position advertised and when you would be able to start.

Please note that only candidates selected for an interview will be contacted.