



## Job description: Support Services/ Office Manager

**Location:** Brussels, Belgium

**Type of contract:** 1-year renewable fixed-term contract

**Organisation:** WAPES (Belgian AISBL)

### Introducing WAPES

The World Association of Public Employment Services - [WAPES](#) is an international non-profit association bringing together, on a voluntary basis, 80 Public Employment Services (PES) in as many countries. Its administrative headquarters are based in Brussels (Belgium).

Like the Association itself, the Executive Secretariat team, composed of 5 people is multicultural. The working languages are French and English, with Spanish being the third language of WAPES.

In the 80s and 90s, labour markets were in turmoil and the Public Employment Services (PES) underwent far-reaching structural reforms. Against this backdrop, WAPES was seen, and still is, as essential for encouraging contacts between the various institutions, promoting exchanges of information and experience, and improving cooperation between the most and least developed PES.

### Job description

The Support Services/Office Manager is the first point of contact for WAPES members and its international partners. He/she must therefore reflect the image that we wish to project of our association, an image of professionals who listen to all our members and partners.

As Support Services/Office Manager, you will be a key part of our team, ensuring that day-to-day operations run smoothly and efficiently. Reporting to the WAPES Executive Secretary, you will be responsible for managing the support services and administration of the organisation.

### Main tasks

- 1. Administrative and Logistics Management:**
  - Organising and coordinating meetings, conferences and events, in collaboration with the WAPES Secretariat team.
  - Ensuring the smooth administrative management of the organisation (correspondence, reports, documentation, note-taking for governance bodies).
  - Contributing to the development and implementation of Logistics and Procurement policies.
  - Selecting suppliers and service providers and managing contractual relations
  - Manage members' administrative and financial matters.
  - Manage the members' database

2. **Supporting the teams in implementing the Secretariat's activities:**
  - Provide administrative and logistical support, in particular the implementation of WAPES activities
  - Managing requests for materials and equipment for activities and staff.
3. **Human Resources Management:**
  - Participating in the staff recruitment process (selection, integration).
  - Keeping track of staff administration (contracts, leave, training).
  - Contributing to the development and implementation of HR policies.
4. **Financial Management:**
  - Assist the Executive Secretary with the Secretariat's budget planning and financial management
  - Monitor expenditure and report accounts to the Executive Secretary
  - Prepare financial and administrative reports.
5. **Communication:**
  - To be the main point of contact for administrative and organisational matters for the association.

### Required profile

- **Education:** Degree in management, administration or related field.
- **Experience:** Minimum of 5 years' experience in a similar role, ideally in a not-for-profit organisation.
- **Technical skills:**
  - Excellent organisational and time management skills.
  - Proficiency in office automation tools (MS Office, management software).
  - Good knowledge of human resources practices.
  - Ability to work independently and as part of a team.
  - Excellent communication skills in French and English (C1); knowledge of Spanish is an asset.
- **Soft skills:**
  - We're looking for someone who is proactive, organised and able to work effectively in a multicultural team.
  - You have an excellent sense of service, are solution-oriented and flexible enough to deal with unforeseen circumstances.
  - Autonomous and rigorous, you know how to manage your priorities while maintaining a positive attitude in stressful situations.

### Workplace and working conditions

- Job based in Brussels
- Possibility of partial teleworking (in accordance with the work regulations of the WAPES Executive Secretariat), ongoing training, dynamic and collaborative working environment.
- Willingness to travel abroad on a regular basis (+/- 3 one-week trips per year)

### **Position in the hierarchy**

- The Support Services/Office Manager reports to the Executive Secretary.
- He/she coordinates his/her activities in direct liaison with the consultants seconded to the Secretariat and the Communication manager.

### **Salary package**

- A salary package including gross monthly salary (scale 3, from €3332 gross, depending on skills and proven years of experience),
- meal vouchers (7 euros),
- insurance for travel abroad,
- a 13th month's salary,
- a double holiday allowance
- 100% reimbursement of public transport costs
- Business telephone subscription

### **Contract duration**

- Fixed-term contract for one year, full-time (38 hours/week), flexible working hours, with the possibility of contract renewal following an annual evaluation.
- Position to be filled as soon as possible, with travel to Ivory Coast planned for the first half of May 2025.

### **Are you interested?**

- Send your updated CV with two (2) reference contacts and cover letter to [jobs@wapes.org](mailto:jobs@wapes.org)
- Deadline for applications: **February 12<sup>th</sup>, 2025 at 19:00 (CET)**
- WAPES reserves the right to close the application process at any time if a candidate fully corresponding to the requirements is identified. A written communication will then be sent to the candidates.

*Our vacancies are open to anyone who meets the conditions described in the job advertisements. WAPES is committed to equal opportunities and diversity within its workforce. We do not discriminate on the basis of gender, origin, age, religion, sexual orientation, disability or any factor other than skills.*