**Job Title:** Operations Assistant  
**Reports To (Direct):** Office Manager  
**Department:** Finance & Operations  
**Location:** The Hague, NL  
**Full- or Part-Time:** Part Time 24 – 32 hours

### Job Description

#### POSITION SUMMARY / OBJECTIVE

To ensure the smooth functioning of the administrative needs for the IFAW NL office, responsibilities include the delivery of core office services, processing daily mail and deliveries, coordinating meetings, welcoming visitors and other general office duties as reasonably assigned. The Operations Assistant works to ensure that IFAW meets fire, safety and security obligations. The Operations Assistant is responsible for all aspects of in-country financial management, including processing invoices, processing reimbursement submissions of staff, and reporting related to the operations of the NL Office. The Operations Assistant facilitates administrative functions through data entry, copying and computer application use and assists office staff in day-to-day operations and special projects.

#### ROLE AND RESPONSIBILITIES

**Day to Day Running of Office:**

- Ensure that the office is a professional, safe and organised environment:
  - (a) Induct new staff on the office protocols incorporating health and safety, fire and security, to include visitors, temporary staff and volunteers. Keep key policies and procedural documents up to-date and visible, and keep staff informed of provisions and changes.
  - (b) Oversee office security – ensure secure access to the office by staff, visitors and contractors; issuing office keys and managing their safe-keeping.

- Assist staff with booking travel and accommodation in accordance with the IFAW travel policy.

- Deal with the Office Manager on matters affecting the office accommodation – building maintenance, utilities, parking, services, contact with tenant- as required.

- Assist staff with IT support and liaises with Technical Operations Group.

- Work with the Office Manager to maintain the HR records in accordance with legal requirements.

- Ensure that all parts of the office and all internal storage facilities are kept neat, tidy and orderly.

- Work with the Office Manager to maintain an accurate asset register accurately accounting for all equipment, furniture and furnishings as per financial audit requirement.

- Receive and process all incoming mail, making sure it is correctly prioritised, sorted and distributed in a timely manner. Dispatch all outgoing mail, ensuring it is sent in a cost effective manner.

- Maintains the office contract files.

- Manages the day-to-day operations of the finance functions assigned to the IFAW Netherlands office, prepares and submits purchase orders, check requests and expense reports as needed.

- Provide support to HQ/FSC with year-end closing and audit processes.
Miscellaneous:

- Undertake key projects affecting the effective operation of the office and other duties as consistent with the post as requested.
- Assist with planning major donor events, calendar mailouts, bulk stationery orders etc.
- Attend inter-departmental meetings, take notes and minutes on request and update team as required.
- Assist with other administrative or operational tasks as requested by Office Manager or NL Director.

Qualifications and Education Requirements

- Proven organisational skills and ability to work in a collaborative and structured manner to get effective and efficient results.
- Excellent time management skills and prioritisation skills.
- Ability to act independently and to work effectively with staff at all levels across the organisation.
- Effectively able to multi task and deal with shifting responsibilities from across the organisation.
- Excellent attention to detail is essential.
- Strong team player with ability to use initiative and to take direction as required.
- Excellent communication skills, both written and verbal.
- Strong IT skills, including Word, Excel, Powerpoint and Outlook.

Please note that this position is office based, however, we operate a hybrid working model and you will be expected to work 3 days a week in the office.

Other Duties

Please note this job description is not designed to cover or contain a comprehensive list of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities will change from time to time to meet the needs of the department and our company.

At IFAW, we aim to create and foster a workforce that reflects and contributes to the diverse, global community in which we work to improve the lives of both animals and people. We are dedicated to fostering justice, equity, diversity, and inclusion so we actively encourage candidates from diverse backgrounds.

To apply, please submit CV and letter of interest to vacatures@ifaw.org