

# European Association of Zoos and Aquaria



## **Vacancy: EAZA Office and HR Coordinator (0.6 FTE)**

Location: Amsterdam

Deadline: 5 May 2024

Founded in 1992, EAZA ([www.eaza.net](http://www.eaza.net)) is the world's largest regional zoo and aquarium association. Driven by our vision "*Progressive zoos and aquariums saving species together with you*", we enable the collaboration of more than 400 Members (zoos and aquariums, national zoo federations and other organisations) in 47 countries, including 25 EU Member States, in the areas of animal population management, animal welfare, conservation, education and research.

The day-to-day work of the Association is managed by the EAZA Executive Office (EEO), with a dedicated team of around thirty staff members. Our main office is in Amsterdam with a satellite office in Brussels and other EEO Team Members located in EAZA Member facilities around Europe.

## **Job Description**

Effective office management supports optimal functioning of staff and facilitates other EAZA activities. Staff and visitors experience a well organised and welcoming office environment. As Office and HR Coordinator you are part of the Office Management Team and helping ensure that all of the EAZA Executive Office (EEO) staff can work optimally in a well-organised and welcoming office environment. You have special responsibility for effective coordination and day-to-day administration of HR-matters from advertising jobs through employment to exit interviews. You are involved in communication with internal staff and external parties to ensure current best practice and legal compliance with regards to a range of contracts and insurances. You are proactive in providing a welcoming office environment including supporting colleagues with logistics relating to meetings and courses held in the office.

## **Duties and Responsibilities**

### **Coordination of an effective and welcoming office environment**

- Daily running of the office in cooperation with the Office and Finance Manager
- Management of regularly occurring tasks
- Administration of a range of contracts and insurances to ensure current best practice, legal compliance, and value for money
- Assisting with the preparation and smooth running of meetings and courses held in the office
- Proactive instigation of improvements and innovations for effective running of the EEO

### **Organisation of HR administration and advice**

- Communication with prospective and existing staff on regarding HR matters
- Effective administration of HR-matters
- Be pro-active in HR developments
- Liaison with external HR advisor(s) as needed

## Required Qualifications and Experience

### Qualification and experience requirements

- The successful candidate will be educated to a minimum of degree level or vocational training equivalent, ideally in management support, administration, hotel/tourism management, or human resource management
- A minimum of three years' experience of working in a busy office environment
- Experience with Office365 is essential; experience with management software is an advantage
- Fluent written and spoken English and Dutch is essential (the common language of EAZA is English however, much of the administrative contacts require communication in Dutch)
- Experience with support in financial tasks, such as invoicing and oversight of payments is an advantage

### Other function information

- The role requires the ability to deal sensitively and appropriately with confidential information
- Candidates that can demonstrate a problem-solving approach to work will be preferred
- Candidates with experience of working with a non-profit and/or membership-based association will be preferred
- The role will contribute to other departmental and cross-departmental topics as required and appropriate. This can, where relevant, include assisting with communication and publication of related information to the membership, preparation related to conferences, and other general tasks in the office that can reasonably be assigned
- This position involves occasional international travel, occasional evenings and weekends

### Competencies

The successful candidate should have – or be able to develop – the following personal competencies:

- **Proactive and progressive:** Being forward thinking and taking initiative within scope of responsibility. Using knowledge and experience to lead to the best result for EAZA.
- **Professional:** Demonstrating reliability, consistency, transparency, inclusivity, and honesty in your actions. Being fact-based, accountable, and maintaining confidentiality. Respecting cultural and experiential differences and positively representing EAZA.
- **Adaptable:** Adapting quickly and with agility to new, ad hoc, and emerging situations and ways of working.
- **Attentive to detail:** Able to handle detailed information consistently and effectively.
- **Cooperative:** Able to work effectively on a joint result, even if it does not directly serve a personal interest.
- **Interpersonal skills:** Able to work with a wide range of people across multiple cultures. Managing relationships with professionalism, empathy, and tact.
- **Organised:** Determining own goals and priorities across multiple tasks and indicating the actions, time and resources needed to achieve these goals. Keeping on track and on time to meet deadlines, even under pressure.
- **Technology fluent:** Able to use and adapt to existing and new tools and technologies appropriate to the job description e.g. Office365, CRM, finance, and HR systems,

## Employment Conditions

The position of EAZA Office and HR Coordinator is a 60% post (22.8 hours per week ) and to be based at the Amsterdam EAZA Executive Office. EAZA operates a pro rata three days in the office: two days at home work rota. A home/work travel allowance and home working allowance is added tax free to the salary. Equipment is provided for safe and healthy home working.

There is a holiday allowance of 25 days a year (pro rata) and a company pension is available. An initial one-year contract is offered, with a permanent contract to follow after a positive appraisal. The starting salary offered for 60% employment is €1,777.27 per month. Additionally, EAZA pays an 8% holiday allowance in May which will bring the annual salary for 60% employment to €23,033.42.

You must be an EU national or be able to work in the Netherlands without a work permit to be eligible to apply for this role.

## Applications

If you are interested in the position, please send your CV and cover letter for the attention of Myfanwy Griffith at [jobs@eaza.net](mailto:jobs@eaza.net) with the subject line "Office and HR Coordinator – [your name]". All applications received will be acknowledged by a return email. We thank all applicants for their interest, however, only candidates selected for an interview will be contacted.

**Application deadline: Sunday 5 May 2024**, midnight (Central European Time)

The first round of interviews will likely take place in Amsterdam from **13 May 2024**.

We look forward to receiving your application.