



Appointment of  
**Chief Operations Officer**

April 2021

# Contents

- 03 Introduction
- 04 About Friends of Europe
- 08 Job Description
- 11 Application process and how to apply



# Introduction

**The think tank for a more inclusive, sustainable, and forward-looking Europe.**

Friends of Europe is a Brussels-based, not-for-profit think-tank for analysis and debate. The organisation, established in 1999, has no political or national allegiance and is independent of the EU institutions. Friends of Europe aims to foster open discussion and to stimulate new thinking on the issues facing Europe and its citizens. They believe in social justice and equality and work with stakeholders across Europe, and the world, to craft bold and innovative recommendations to revitalize the European Project. They believe that good ideas and good policies come from breaking down silos and building communities of trust between policymakers, business leaders, civil society representatives and citizens. This is how to catalyse change.

Friends of Europe is seeking a Chief Operations Officer (COO) to take on the overall supervisory responsibility for the smooth running of the organisation, whilst securing the functionality of the organisation’s business processes.

This is a unique opportunity for an ambitious and results-oriented individual to support in furthering the organisation’s strategic objectives and ensure excellent results, by focusing on internal efficiencies, professionalism, and teamwork. The COO will report directly to the Co-Founder/Secretary General.

A dynamic and inspiring leader, the Chief Operations Officer will bring professional experience in people management, internal organisational management, and regulatory issues. The ideal candidate will have experience in a non-profit organisation, think tank or SME, and will bring well-rounded experience in multiple disciplines and the innate ability to lead and connect to deliver results. Equipped with excellent organisational, people management and leadership abilities, s/he is a self-starter, with a naturally collaborative and low-ego style. Moreover, the successful candidate will have highly developed interpersonal skills and excellent verbal French and English communications skills.



## About Friends of Europe

Based in Brussels, Friends of Europe is a not-for-profit think-tank for policy analysis and debate. The organisation was established in 1999 and has no political or national allegiance and is independent of the EU institutions. The organisation aims to foster open discussion and to stimulate new thinking on the issues facing Europe and its citizens.

Friends of Europe provides the bridge between policymakers and those who experience the implementation and impact of policymaking, including citizens, the business community and wider civil society. They pride themselves on the direct link to citizens and the ability to connect them in debate about the impact of policy and canvas their views on how it can or should change to improve their lives.

Friends of Europe aims to enable critical thinking and reflection on a host of issues that affect citizens' lives and to generate greater thoughtfulness and evaluation of the policymaking process and its wider impact.

To achieve this, they use publications, debates, and online engagement as the basis for policy debate, discussion, and potential change. They provide a platform for cross-sector stakeholders to share their views and thoughts on how to make policy better or to reflect on its development and its consequences.

They join up the dots of policy thinking, providing thought leadership with all those who are responsible for making policy in Europe and its relationship to the wider world. Their data sources are the views of citizens, practitioners, and policymakers across sectors with a view to developing recommendations for positive social change.

The organisation's activities focus on six thematic areas: Africa; Asia; Climate, Energy and Sustainability; Health; Peace, Security and Defence; Digital and Data Governance. To learn more about each area of expertise and initiative please visit <https://www.friendsofeurope.org/>.

## About Friends of Europe



### Mission

*“Friends of Europe seeks to revitalise the European Project and build a more inclusive, sustainable and forward-thinking Europe”.*

Friends of Europe believes an EU of partnership and solidarity matters, and they believe globalisation needs global rules to make it work for everyone. They believe it is time for a new 21<sup>st</sup> Century social contract based on peace, prosperity, and sustainability. They support a multilateral world with cities, regions, states, supranational institutions, companies, and citizens cooperating to solve common challenges, whilst embracing European values and freedoms.

*“Connect – Debate – Change”* is their DNA and central to the way they work. Friends of Europe is passionate about good policy making and a driving force for debate. Their work adopts a whole of society, whole of economy approach, engaging critical thinkers, unusual voices, and those that are ready to challenge the status quo.

### Values

Friends of Europe does not represent any national, religious, political, corporate nor NGO point of view, and will welcome all sides of a debate to defend their points of view. However, Friends of Europe also stands for a basic set of values, and they will therefore not offer speaking slots or partnerships to political parties, governments or corporations that go against the basic values which the EU stands for, and that they as an organisation strongly adhere to.

Friends of Europe plays a highly important role as a driving global force for debate and new ideas.

Fundraising through partnerships and projects is of vital importance to ensure the strongest possible impact, participation and reach of our activities.

By upholding these principles of ethics, transparency, and operating guidelines as they secure their funding, they can maintain their integrity and reputation as one of Europe’s leading independent think-tanks.



## About Friends of Europe

### Approach

**Partnership.** Effective partnerships are at the heart of their work. They believe that through nurturing mutual trust, learning and collaboration, partnerships bring innovation and influence.

**Sustainability.** They are proud to have joined the UN Global Compact and the global movement of stakeholders taking a principles-based approach to sustainability – upholding the essential responsibilities to people and the planet and contributing to achieving the Sustainable Development Goals 2030.

**Inclusion.** Their programming embeds a whole-of-society approach aimed at opening up space to diverse voices, working across boundaries and silos, promoting social justice and inclusion, and challenging mistrust, polarisation and exclusion.

**Humour.** They believe humour is a human-centred value that brings connection and humility, open communication, creativity, positivity, and inspiration – everything critical for a healthy organisation and society.

**Creativity.** They cannot build a forward-looking Europe and sustainable world without tapping into their creative power, developing new ideas, being resourceful and innovative in their approach.

**Transparency.** A policy of openness regarding their organisation and its operations, including partners and participants in our activities and the financing of those activities.



## About Friends of Europe



### Strategic Objectives

Their strategic objectives drive what they do and the way they work.

#### 1. Promote New Leadership

- Increase connections, inspiration and skills for emerging leaders who can cross boundaries, break down silos, and challenge polarisation.
- Promote and embed in practice a more collaborative, diverse and inclusive, intergenerational and impactful model of leadership.

#### 2. Regenerate Democracy

- Build trust between citizens and policymakers and improve civic literacy.
- Develop more effective models of governance including promoting a “new localism” – more citizen-centred, flexible, inclusive, networked, multi-stakeholder.

#### 3. Challenge Inequality of Opportunities

- Develop effective public and private measures to address social exclusion at the local, national, and regional level.
- Promote and embed programming and policymaking which supports equal opportunities for individual citizens.

#### 4. Bolster A Green Transformation

- Support the scaling up of climate finance and increase incentivising initiatives for a just transition to renewable energy.
- Promote more sustainable food systems through systemic policy change at a national, regional, and international level.

#### 5. Reframe Europe’s Role in the World

- Guide and increase the capacity of the EU to act as an effective partner in the international arena and with its neighbours.
- Promote a more outward looking EU external relations policy, built on enhanced policy coherence and mutuality.





# Job Description

The Chief Operations Officer has overall supervisory responsibility for the smooth running of Friends of Europe's operations, whilst securing the functionality of the organisation's business processes. The postholder will support in furthering the organisation's strategic objectives whilst ensuring excellent results by focusing on internal efficiencies, professionalism, and teamwork.

Reporting to the Co-Founder/Secretary-General, the Chief Operations Officer will be responsible for delivering against the following objectives.

## Daily Management & Internal Organisation

- Contributes to the implementation, improvement, and consolidation of the strategy (in function of priorities and budgets set by the Board and the Secretary General) with a view to an efficient internal organisation.

- Supports furthering Friends of Europe's strategic objectives and impact assessments.
- Looks for methods to improve quality, efficiency, and productivity, reduce costs, and increase revenues.
- Supervises and guides the daily functioning of Friends of Europe, both in facilitating the preparations and the evaluation of the programme activities (reports, debates, campaigns, ...) with a view to maintaining a cost-efficient, effective, and pleasant working environment.
- Follows up on deadlines and reporting as well as on the actions agreed and decisions taken together with the teams.
- Provides timely, accurate, and complete reports on the operating condition of the organisation.
- In collaboration with Partnership Management and Finance team, ensures screening of partner contracts in terms of legal requirements.

## Job Description

### Systems & Processes

- Collaborates with the Leadership Team to develop and implement plans for the operational infrastructure of systems, processes, and personnel designed to accommodate the objectives of our organisation.
- Works collaboratively to develop, improve and professionalize systems, processes, controls, and procedures that improve the overall efficiency of the organisation and ensure excellent results.
- Supervises the support functions and creates best possible conditions for the (leadership) team to excel in delivery by offering first-class proactive support (HRM & contract management, IT Service contracts, office management, Finance).

### Human Resources/ People Management

- Manages the overall strategy and purpose of the entire Human Resources function, in particular for HR processes such as recruitment and selection, training and development, performance management, career development, succession planning, support and coaching of employees, wellbeing at work, and internal communication.
- Coordinates, motivates and works closely with the team to ensure performance expectations are met while contributing to a pleasant working atmosphere.
- Coaches and develops the team to ensure it is delivering against key business metrics.



## Job Description

### Experience & skills

The successful candidate will demonstrate most of the following:

- Bachelor's or Master's degree in business administration or related field.
- A connecting approach and proven experience in a management role.
- Well-rounded experience in multiple disciplines.
- Prior experience in a non-profit organisation/ think tank environment or SME.
- Excellent organisational, people management and leadership abilities.
- Demonstrating good teamwork skills and support for others.
- A high degree of strategic planning and competency in regulatory issues.
- Excellent decision-making skills with ability to delegate effectively.
- Ability to diagnose problems quickly and have foresight into potential issues.
- Negotiating and mediating conflict skills.
- Fluent in English and French, other languages are an asset.
- Passion and determination for Friends of Europe's vision and mission, and the ability to keep an eye on the end goal.

### Character

- Trustworthy, demonstrating high integrity.
- Results-driven and problem-solving attitude.
- A self-starter, with a naturally collaborative and low-ego style.
- Ability to lead and influence without direct authority.
- Ability to both chart long-term objectives and respond to short-term opportunities.
- Highly developed communication and interpersonal skills and the ability to tailor the message to suit different audiences and sectors.





# Appointment process and how to apply

To apply for this role, please submit a CV and covering letter, detailing how you fulfil the role description and personal specification to <https://candidates.perrettlaver.com/vacancies/> quoting reference **5088**. Perrett Laver may be contacted for informal enquiries and questions about the post on +31 (0)20240 4379 or [thomas.modder@perrettlaver.com](mailto:thomas.modder@perrettlaver.com). The deadline for applications is **09:00 am (CET) on May 4th, 2021**.

## Friends of Europe is an Equal Opportunity Employer

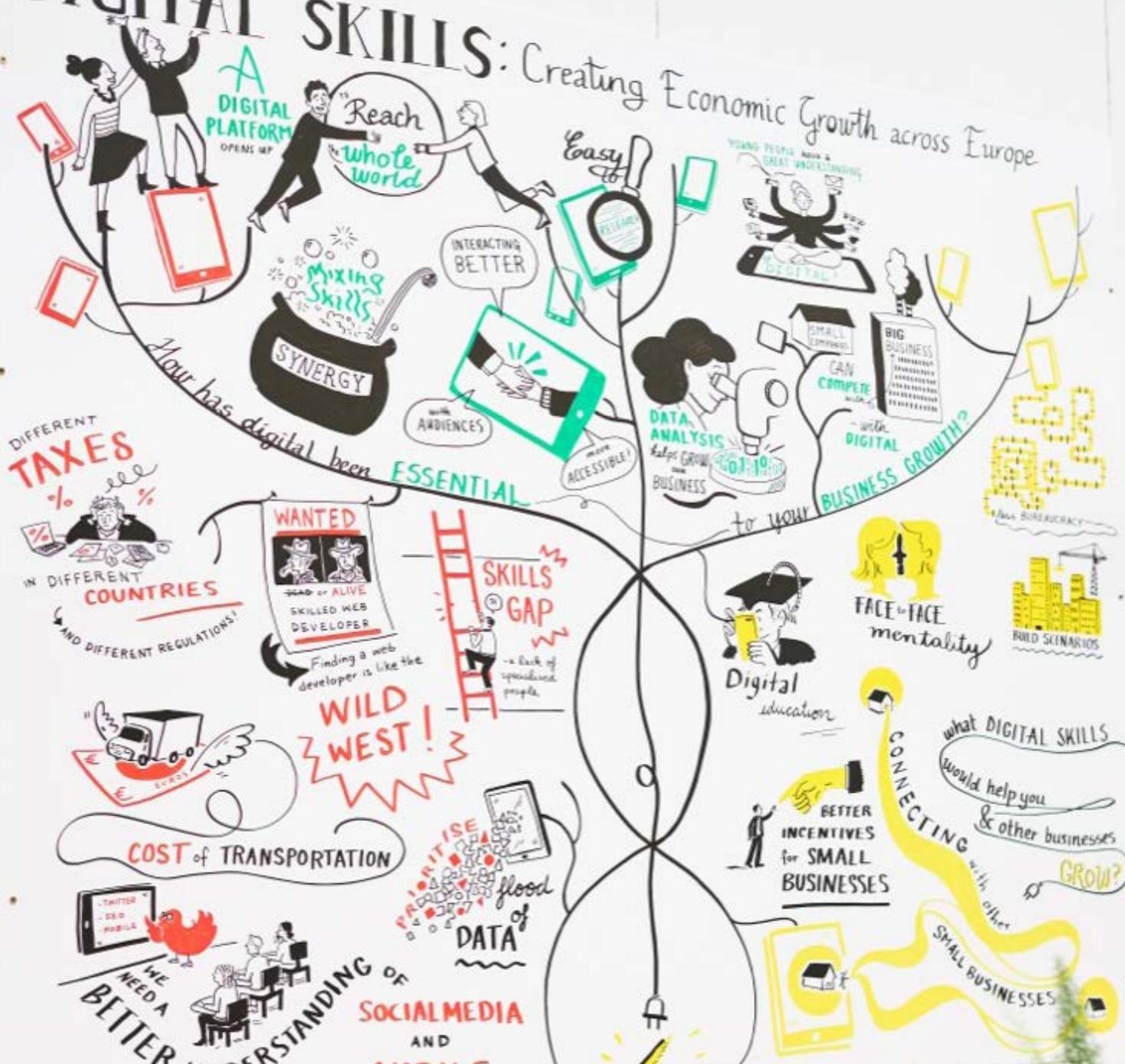
The role will be based in Brussels, Belgium. Flexible working policies apply, especially during the current Covid Pandemic. The salary is competitive and commensurate with the experience required.

Perrett Laver will conduct an executive search process in parallel with the public advertisement of the role. Longlisted candidates will be invited to first-round interview with Perrett Laver Consultants in May. Final interviews will be held in June according to social distancing requirements at the time.

*Protecting your personal data is of the utmost importance to Perrett Laver and we take this responsibility very seriously. Any information obtained by our trading divisions is held and processed in accordance with the relevant data protection legislation. The data you provide us with is securely stored on our computerised database and transferred to our clients for the purposes of presenting you as a candidate and/or considering your suitability for a role you have registered interest in.*

*Perrett Laver is a Data Controller and a Data Processor, as defined under the General Data Protection Regulation (GDPR). Our legal basis for much of our data processing activity is 'Legitimate Interests'. You have the right to object to us processing your data in this way. For more information about this, your rights, and our approach to Data Protection and Privacy, please visit our website <http://www.perrettlaver.com/information/privacy-policy/>.*

# DIGITAL SKILLS: Creating Economic Growth across Europe



AMERICAS ASIA PACIFIC EMEA

Herengracht 450 - 454,  
1017 CA  
Amsterdam,  
Netherlands

T: +312 0240 4375