WAVE Job Description

Operations and Grants Officer

WOMEN AGAINST VIOLENCE EUROPE
WAVE Network and European Info Centre against Violence
Bacherplatz 10 / 6 | 1050 Vienna, Austria
Phone: +43 (0)1 548 2720 | Fax: +43 (0)1 548 2720 27
E-mail: office@wave-network.org | www.wave-network.org
ZVR: 601608559

Reports to	Senior Manager
Location	Vienna
Hours	30 per week
Salary	Salary Level: 7/2 – 7/4 of to the Austrian Social Economy Collective Agreement (SWÖ KV), i.e. gross salary €2479,86 - €2649,41 per month
Contract type	Unlimited

Introduction to WAVE

WAVE is a network of more than 180 members in 46 European countries, who are all working towards tackling and preventing violence against women and their children. Our members are mainly women's specialist services such as shelters, centres and helplines, some are also national networks of such organisations. WAVE's main aim is to prevent and eliminate violence against women (VAW) and their children, to strengthen the human rights of women and girls and to ensure their rights to access specialised women's support services.

A. Main Purpose of the Job

1) Supports the Network & Operations Coordinator in ensuring the efficient functioning of the WAVE Office, including effective administrative coordination and contributing to strong relationships with external partners, service providers, and members.

2) Coordinating the regranting process for WAVE Members.

3) Assisting in the coordination of WAVE events including logistics and finances.

B. Key Responsibilities and tasks

1) Office Administration and Coordination

- Manage everyday office operations including phone calls, emails, and correspondence.
- Monitor the WAVE office inbox and respond to membership and external inquiries in a timely, professional manner.
- Serve as the first point of contact for external consultants and service providers (e.g. IT, cleaning services), ensuring contracts are valid, and tasks are completed as agreed in coordination with the Network and Operations Coordinator.
- Maintain office supplies, ensure smooth logistical operations, and support planning of in-house activities.
- Assist with scheduling, documentation, and minute-taking for internal and external meetings.
- Organize internal meetings, staff retreats, and training sessions.
- Keep accurate records of membership fee payments, reductions, and exemptions, ensuring updates are reflected in the membership database.

2) Regranting Support

- Coordinate WAVE's regranting processes for WAVE members in collaboration with relevant colleagues.
- Communicate with member organizations and prepare/maintain documentation related to calls for applications, regranting agreements, and reporting templates.
- Support the collection, filing, and verification of financial and narrative reports from grantees.
- Tracking payments and maintaining clear, up-to-date records of regranting disbursements in coordination with the accounting team.
- Contribute to the development and improvement of internal systems for regranting administration.

3) Cross-Border Support and Frontline Coordination

- Act as the first point of contact for cross-border support requests, referring cases appropriately to member organizations.
- Collaborate with the Network & Operations Coordinator and/or Executive Director, where needed, for complex cases.
- Ensure accurate logging and follow-up of cross-border support inquiries

4) Event Coordination

- Support the planning and coordination of key WAVE events, including the annual WAVE Conference, WAVE Members Meeting and others.
- Collaborate, where necessary, with the Event Coordinator to identify venues, manage logistics, and support administrative and financial follow-up.
- Provide administrative support for reimbursements and logistical arrangements related to WAVE events (e.g. WAVE Conference, Annual Board Meeting).
- Book flights and accommodation for the WAVE Team and Board as needed.

C. General Responsibilities

- Working within the WAVE budget and financial procedures
- Contributing to WAVE's Monitoring and Evaluation Procedures
- Attending fortnightly team-meetings
- Attending 1:1 meetings every 4-6 weeks with the Senior Manager
- Representing WAVE at external/international meetings as required for this role
- Carrying out other tasks as are reasonably required to help the WAVE team deliver its aims
- Ensuring that all WAVE policies and procedures are adhered to
- Attending all meetings and trainings relevant to this role
- Acting as an ambassador for WAVE
- Maintaining confidentiality in all matters
- Occasionally work flexibly beyond the remit and normal working hours of the post as required

Whilst every endeavour has been made to outline the duties and responsibilities of the post, these duties are not exhaustive.