

Role specifications

Title:	HR & Operations Officer
Reports to:	Brynn Campbell, HR Manager
Annual salary:	UK: £32,248 to £35,473 Netherlands: €37,408 to €41,148 (incl. 8% holiday allowance)
Status:	Employment contract
Term:	Full-time (37,5 hours per week)
Location:	Home-based in the Netherlands or UK
Travel:	1-2 in-person team gatherings per year in UK or Netherlands
Other terms:	The Coalition is a remote employer in the Netherlands and UK, meaning applicants must already reside in one of these countries with independent right to work and ability to work from home for the entire duration of employment.

About Capitals Coalition

The Capitals Coalition is a global collaboration working toward a resilient economy. With 500 partners, we accelerate momentum, connect communities, and identify projects and partnerships that can drive transformational change toward a resilient and fair future. We promote the value of all capitals - natural, social, human, and produced - to embed them in decision-making. See our [ambition video](#) to learn more.

The Capitals Coalition is a non-governmental organization (Stichting) headquartered in the Netherlands.

About the role

We are seeking a highly organized, detail-oriented professional to join us as **HR & Operations Officer**. This role champions Capitals Coalition's people-focused approach to operations. As a small NGO with colleagues across multiple countries, we recognize that our people and culture are key to driving success, and we are looking for someone with excellent interpersonal skills to support our growing team.

The HR & Operations Officer will play a key role in supporting core organisational processes across HR, IT, travel, and events. Responsibilities include support to a range of HR activities - such as administration, staff wellbeing, training and development, and recruitment - alongside coordinating team meetings, IT support, travel arrangements, and events coordination, and occasional fundraising support.

This role suits someone process-driven, independent, and motivated to improve operations for a purpose-driven team of around 30 people. The successful candidate will be comfortable working remotely, confident with IT and problem-solving, and able to work with a high degree of autonomy while strengthening the Coalition's internal infrastructure.

You will join the Operations team, alongside dedicated finance and HR roles, helping the organization run efficiently while supporting our team.

Working at Capitals Coalition offers the opportunity to contribute to meaningful, lasting change.

Key responsibilities

Note that all responsibilities outlined below will be carried out with close day-to-day guidance.

HR support

- **Support recruitment, hiring, and onboarding**
 - Publish vacancies
 - Facilitate shortlisting with hiring panel
 - Schedule interviews and facilitate follow-up
 - Formalize new hires
 - Support onboarding scheduling
 - Maintain updated onboarding documents
- **Support internal HR processes**
 - Support internal leave management
 - Support centralized annual appraisal cycle (every 6 months)
 - Assist with annual staff survey
 - Conduct ongoing policy reviews and revisions
- **Support staff wellbeing and development**
 - Coordinate planning and record-keeping of weekly internal learning sessions
 - Facilitate access to our employee assistance program, OpenUp
 - Support implementation of organizational training plan
 - Track individual trainings
- **Embed policies and processes**
 - Foster and progress good practices as reflected in our policies, especially championing our Justice, Equity, Diversity and Inclusion (JEDI) commitments
 - Review and suggest updates to improve internal processes
 - Support GDPR compliant practices

IT and organizational support

- **Coordinate the info@ account**
 - Monitor general inbox and respond/redirect promptly

- Manage the team calendar for planned absences, events, and commitments
- Schedule and maintain team meetings in Outlook calendars
- **Coordinate IT support**
 - Provide first-line IT support, including triaging issues, basic troubleshooting, and signposting to appropriate resources (including coordinating with third parties where needed)
 - *Note: more complex technical issues, system administration, and security processes are managed by our external IT provider (ICAEW), who maintain our Microsoft environment and offer helpdesk support*
 - Coordinate with ICAEW to resolve issues and support Microsoft account administration
 - Maintain positive relationship with ICAEW IT support team and ensure compliance with their guidance and requirement
 - Manage expectations around IT support across the team, ensuring requests are appropriately prioritized and communicated
 - Prepare training and resources to keep the team updated on IT processes and tools
 - Support implementation of new IT tools and systems as needed
- **Fundraising**
 - Support Operations leads with administrative tasks related to management of agreed grant funds, including grant reporting process

Travel and events

- **Travel support**
 - Liaise between our team and travel agency, supporting account setup and troubleshooting
 - Ensure adherence to travel policy, including pre-travel risk assessments
 - Prepare training and resources to keep the team updated on processes and policies
- **Support in-person Team Days** (twice per year, occasionally online)
 - Arrange travel, insurance, accommodation, venues, and team-building activities within budget and timeline
 - Co-develop agenda and liaise with session leads
 - Coordinate in-person logistics (e.g. catering, AV setup, building access)
- **Event support**
 - Support decision-making around event attendance and travel
 - Facilitate support from Operations team if needed

What we're looking for (qualities and competencies)

Core qualities

- Highly organized, detail-oriented, and process-driven, with strong time management and prioritization skills
- Strong interpersonal skills and a personable, engaging approach, enabling effective collaboration across cultures in an open, inclusive, and respectful way
- Approachable, with the ability to build positive internal and external relationships and resolve challenges with diplomacy
- Self-motivated, able to work independently, use initiative, and seek support when needed
- Comfortable working remotely and collaborating online
- Commitment to the mission of the Capitals Coalition

Skills, knowledge, experience

- Experience supporting internal operations for a medium-sized team (e.g. HR, IT, travel, events)
- Experience in a people-related role and/or a relevant HR qualification
- Good understanding of HR practices, including recruitment, retention, and staff development
- Broad understanding of HR legal frameworks in the UK and/or the Netherlands
- Experience organizing events and meetings, and liaising with external providers (e.g. IT providers, travel agencies, venues)
- Proficient in Microsoft 365 (especially SharePoint, Excel, and Outlook) and collaboration tools (e.g. Slack, Capsule, ClickUp or similar)
- Excellent communication skills in English (written and verbal)
- Confident IT user with access to own laptop and home workspace

Desirable

- Experience in non-profits/NGOs
- Experience working remotely
- Dutch language skills

Application & hiring details

How to apply

- To apply, send a completed [application form](#) to info@capitalscoalition.org by **Sunday July 19th**. Please state the role in the subject line. Kindly note that only shortlisted candidates will be contacted.
- We are recruiting on a rolling basis and may close the vacancy early if a suitable candidate is identified, so early applications are encouraged.

Location and start date

- This role is full-time (37.5 hours per week).
- We offer a one-year fixed-term employment contract with the possibility of extension (funding dependent).
- Applicants must be residing in and independently eligible to work in either the Netherlands or the UK for the entire duration of employment.
- This role is home-based, with access to shared office space in the Hague or London (1 day per week).
- The ideal start date is August or September 2026.

Interviews

- First and second round of interviews will be held in mid/late July.
- Candidates invited to an interview will be asked to submit a short assignment.

Salary and benefits

- The annual salary range is listed at the start of this document and will be determined based on experience.
- Capitals Coalition offers 30 days of paid holiday plus local bank holidays, pension, enhanced sick pay, a training and development budget, an employee assistance program, and flexible working.
- Staff provide their own IT equipment, including a laptop and phone, and receive an annual Bring Your Own Device allowance.

Questions about this role can be sent to Brynn Campbell at info@capitalscoalition.org.

The Coalition consists of organizations from all around the world and with people of different gender, race, age, religion, sexual orientation, physical ability, geography, political affiliation, and country of origin, and as much as possible we want this to be reflected in our team. We are committed to promoting a diverse and inclusive community and we welcome applications from all backgrounds.