

Document Control

Document Information

	Information
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File Name	Organization Units & Job Roles Team Support

Document History

Version	Issue Date	Changes
1.0	10/02/2025	Summary of original job roles into a KISS overview for volunteers with key role objectives, required skills, responsibilities, tools, and time investment.
1.1	11/02/2025	Redaction and approval by Karen Peersman. Changements: <ul style="list-style-type: none"> - 1. HR & V Unit is responsible ... OVO staff in Belgium. - 2.2.: <ul style="list-style-type: none"> o + 2 additional skills. o Interne nieuwsbrief is communicatie, niet weerhouden. o Expertise Management hoort niet bij deze rol. Hoort bij Team Projects – cel Expertise. - 2.3: Geen budget follow up.
1.2	18/02/2025	Redaction and approval by Björn Macauter. Changements <ul style="list-style-type: none"> - 2.2. Adaptation responsibilities 'Assist with evaluations...'

1. Team Support

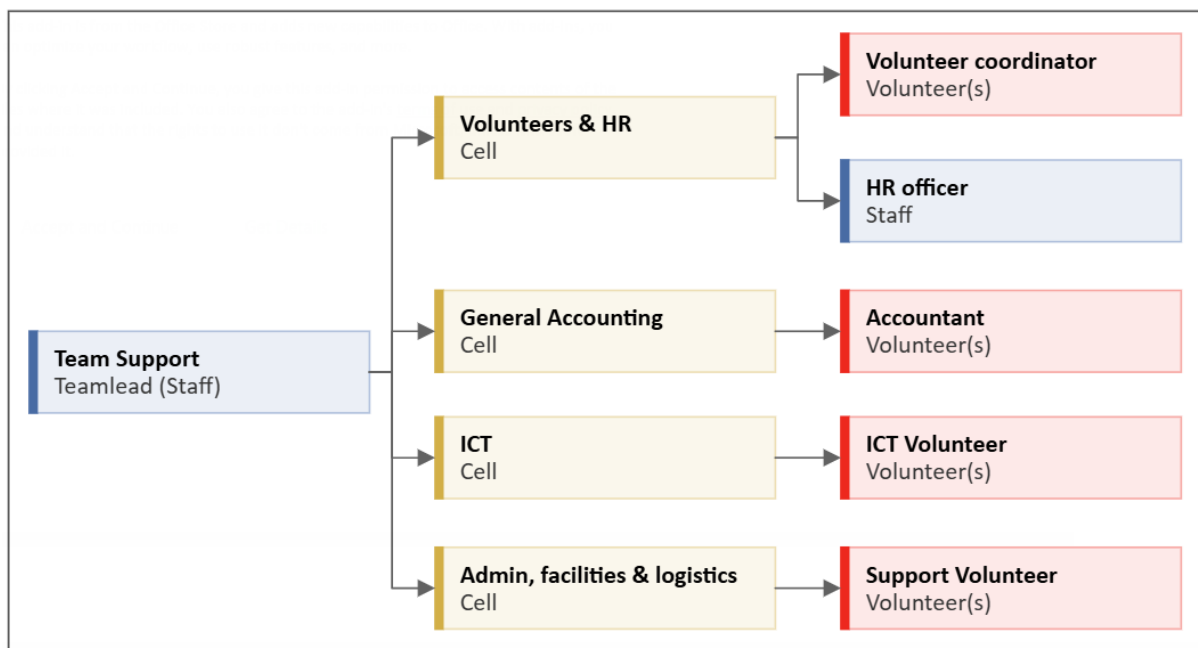
Team Support plays a central role in supporting the various other teams and is made up of four cells responsible for:

1. **Volunteers and HR:** this unit is responsible for volunteer operations and salaried OVO staff in Belgium.
2. **Administration, Facilities and Logistics:** this unit is responsible for all administrative and logistical support.
3. **ICT:** the ICT cell provides support for all executive ICT tasks such as managing our CRM system, website and access to Office 365.
4. **Accounting:** this unit is responsible for day-to-day financial monitoring, under the direction of the Team Leader Monitoring & Evaluation.

The team is headed by the **Team Leader Support (OVO staff member)** who's in charge of:

- The overall planning, coordination and follow up of the team's cells and job roles
- People management within the team
- Execution of the HR Officer role (relating to OVO salaried staff) and specific volunteer HR tasks with confidential nature if the volunteer can't reach out to his/her team manager.

2. Job roles Team Support



2.1 HR Officer

Team Support – Cell Volunteering & HR

Key Role Objectives

The HR Officer oversees the basic HR processes of OVO salaried staff.

Due to the confidential nature this role is executed by the Leader of the Support Team, in direct assistance to the General Manager.

Key skills

- Strong understanding of basic HR processes
- High ethical standards regarding confidentiality
- Excellent communication skills
- Strong administrative skills
- Proficiency in office applications

Responsibilities

- ***Personnel administration:***
 - Keeping up to date personnel files
 - Payroll administration (in cooperation with external payroll agency)
 - Keeping vacation planning up to date
- ***Recruitment & Onboarding:***
 - Follow up of vacancies & applications
 - Onboarding of newly recruited staff
 - Follow up of training plans

Tools

Acerta Connect – Office 365 – Sharepoint Team Support

Evaluation time of the job: 0,5 day a month.

2.2 Volunteer Coordinator

Team Support – Cell Volunteering & HR

Key Role Objectives

The Volunteer Coordinator manages HR processes to recruit the right volunteers for OVO & ST4A strategy.

Key skills

- Strong communicator with excellent writing skills
- Knowledge of social media recruitment
- Good administrative skills
- Basic recruitment and selection experience
- Interpersonal skills: building relationships with diverse groups of people and understanding their motivation for volunteering, discrete and trustworthy
- Interviewing skills

Responsibilities

- ***Recruitment & Selection***
 - Identify volunteer needs with Team Leaders
 - Create recruitment plan (profiles, quantity, channels) for approval by Management Team
 - Publish vacancies and manage applications
 - Conduct intake interviews and match applicants to appropriate roles
- ***Onboarding & Follow-up***
 - Administration of volunteer contracts
 - Volunteer onboarding coordination: introduction to OVO and the target team, initiating ICT
 - Registration of volunteer personal file (skills, experience, interests, ...)
 - Initial training plan
 - Assist with follow-up and evaluation in support of the Team Leader

Tools

Office 365 – Sharepoint Team Support – OVO CRM tool – OVO website

Evaluation time of the job: 1,5 days a week.

2.3 Accountant

Team Support – Cell General Accounting

Key Role Objectives

The Accountant is in charge of the general bookkeeping in cooperation with an external accounting firm.

Key skills

- Degree or equivalent experience in accountancy or financial management
- Knowledge of accountancy regulations
- Familiarity with standard accounting software
- Proficiency in basic office application software
- Strong analytical skills and attention to detail
- Good communication and team collaboration skills

Responsibilities

The Accountant manages the financial records and assures accuracy and compliance with regulations.

Key tasks of the role are:

- processing invoices, payments and receipts
- reconciling accounts payable and receivable
- preparing and reviewing financial statements (cash flow, balance sheet, P&L
- collaborating with the external accountancy on monthly, quarterly and annual closing
- assuring adherence to accounting rules and legislation
- preparing and assisting in external audit

Tools

De Lantaarn – De Verrekijker – Loandisk

Evaluation time of the job: 0,5 day a week.

2.4 ICT volunteer

Team Support – Cell ICT

Key Role Objectives

The ICT Volunteer provides end-user support for Microsoft 365, databases, the intranet, and IT infrastructure. Additionally, they manage and maintain the intranet and website, ensuring security, usability, and continuous improvement.

Key skills

- Basic IT knowledge with experience in office applications and infrastructure.
- Strong communication and problem-solving skills.
- Familiarity with application management, security, and compliance.
- Ability to optimize user experience and website performance.

Responsibilities

- Set up and support accounts and applications for volunteers.
- Troubleshoot IT issues and escalate when necessary.
- Maintain and improve intranet, CRM and website usability and security.
- Coordinate with designers, content providers, and external partners.
- Monitor and enhance SEO and website performance.
- Ensure compliance with security and data protection standards.

Tools

Office 365 – Sharepoint – Website – Intranet (PHP) - Procurios

Evaluation time of the job: 0,5 day a week.

2.5 Support volunteer

Team Support – Cell Administration, Facilities and Logistics

Key Role Objectives

The Support Volunteer assists in various operational and digital tasks to ensure the smooth functioning of administration, events, and communication. This includes website and social media management, event organization, content creation, and general administrative support.

Key skills

- Strong communication and teamwork skills.
- Ability to organize, prioritize, and manage multiple tasks.
- Creativity in content creation and digital storytelling.
- Hands-on and service-oriented mindset.

Responsibilities

- Maintain and update the website, intranet, and digital platforms.
- Manage social media content and enhance online engagement.
- Support event planning, coordination, and execution.
- Assist with general administrative tasks and database management.
- Capture and edit visual content (photos/videos) for communication purposes.

Tools

Office 365 – SharePoint – CRM system – website CMS – social media platforms.