

# Head of Belgium Operations

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## Job description

## Summary

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Job title / Function	Head of Belgium Operations
Activity level	100%
Reports to	Tim Goethals (COO)
Location	Brussels, Belgium

### Who we are:

Created in 2012, Wiz-Team SA is an event solutions company which strives to transform event management through intuitive, flexible, and time-saving tools that both empowers and inspires the evolution of event delivery.

Our team is spread out across the world within our headquarters in Lausanne (Switzerland) and our registered subsidiaries in Brussels (Belgium) and Kiev (Ukraine). Our team members, boasting 11 different nationalities, bring many decades of experience in designing and delivering event management solutions all over the world. Our unique ability to meet event management teams at their level comes from our diverse resume of on-the-ground experiences.

Our past experiences in planning and coordinating the delivery of sport events, hospitality experiences, government/NGO meetings, conferences, and major assemblies has hard-coded our collective passion and drive for finding a “better” and more practical way to operate. This mindset is central to who we are, how we develop our solutions, and the way we partner with our clients’ event management teams. We are here to not only serve them and their business needs now but share in their desire to continue to evolve and innovate the way the events community plans and delivers event experiences tomorrow.

We are looking for a passionate, solution-oriented teammate who will help us become the leading innovator, trusted partner, and preferred provider of integrated event solutions in the government and NGO industry sector. Our ideal candidate will be self-motivated, driven, energetic, and creative as well as highly analytical, obsessed with customer experience and loves moving quickly. Wiz-Team is a fast-growing company and we are looking for colleagues who will grow with us and take on new responsibilities as we develop.

### The Role

Working closely with the Head of Swiss Operations and the COO, the Head of Belgium Operations will be charged with building and leading the expansion and management of our evolving operations in the government and NGO industry sector. In this role you will be responsible for overseeing the successful delivery and support of our solutions, managing complex projects, and ensuring high-quality and consistent experiences for our clients. As a key member of our Operations leadership, you will work cross-collaboratively with our Operations team in Switzerland to optimise and standardise the delivery of our products, processes and support services to all our clients.

## Core Responsibilities

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### A. General Operations

Oversee the day-to-day operations and coordination of Wiz-Team Belgium including the management of project and account delivery teams, coordination of support teams, and management of overall on-site operations.

- Define and optimise operational delivery of products and services
- Oversee and manage the activity of account manager, project delivery, and on-site operations teams
- Partner with the Operations leadership to coordinate and complete budgets, forecasts, performance analysis, and ongoing reporting
- Develop and grow talent of the Wiz-Team Operations team members
- Manage office administration as required

### B. Client Relations and Account Management

Serve as the key lead liaison and accountability partner for government and NGO accounts ensuring high-quality and consistent experiences for our clients.

- Lead and continue to build Wiz-Team's customer success and network
- Oversee the management and ongoing relationships of key accounts
- Cultivate positive and trusted relationships with existing clients
- Support and/or lead in new client meetings and debriefings
- Understand client needs and perspectives providing key feedback to product and operations strategy
- Define and execute the government/NGO market strategy

### C. Project Management and Delivery

Lead the implementation of project management standards in the planning, implementation, maintenance, and support of client projects.

- Oversee and support projects from set-up to final delivery, including client debriefing (as needed)
- Maintain project load, calendar, milestones, and roadmaps across all Wiz-Team Belgium projects
- Deliver technical support and training (as needed)
- Event operations as required

### D. Strategy and Growth / Business Development

Align with COO and Head of Swiss Operations and Head of Strategy on designing and executing the operations strategy, identifying annual priorities and exploring future market/industry opportunities.

- Development and execution of the Wiz-Team Belgium operating strategy in alignment with the organisational strategy
- Provide customer insights and creative ideas for inclusion in the long-term technology roadmap
- Conduct industry analysis and provide inputs to sales and growth strategy

## Ideal Candidate

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### We are looking for...

- A leader who demonstrates empathy and empowers others
- A collaborator who anticipates emerging issues and can develop strategies to respond
- A creative thinker who strives to find solutions to complex business challenges
- An innovator who is not limited by existing methods & procedures, and enjoys finding new ways of doing things
- A team player who values working together to find solutions

### You are...

- Self-motivated with strong analytical and problem solving skills
- Accountable for outcomes and how outcomes are delivered
- Pro-active, agile and quick adapter to change
- Authentic in your desire to help improve the everyday life of event professionals and evolving the way events are delivered

## Requirements

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- University degree in Business, Event Management or other related fields
- Minimum 5 years' experience in event operations, account management, hospitality/travel industry or other related fields
- Strong leadership qualities with excellent communication, collaboration and influencing skills
- Management experience, preferably having built and developed teams
- Strong affinity for technology, data management, solution-design, and event delivery
- Excellent knowledge of and work experience with governmental institutions
- Excellent communication/presentation skills and ability to build relationships at a senior level
- Strong experience and understanding of Project Management (PMP/Six-Sigma certifications are a plus)
- Advanced skills in Microsoft Office; knowledge of CRM software (e.g. Salesforce) is a plus
- Expertise in at least one reporting / statistics solution (e.g. Tableau)
- Languages: English and French. Other languages are a plus

Please send your application by 14 May by email to Tim Goethals ([tim@wiz-team.com](mailto:tim@wiz-team.com)).

Lausanne, April 2021