

F O S B U R Y & S O N S

Vacancy (M/W/X)

# Operations Officer



F O S B U R Y & S O N S

To realize the renaissance of work, we are on a mission to make a difference in the quality of workspace by creating a new kind of habitat, where team members, entrepreneurs and freelancers work and live together. We offer a pleasant, human environment with a wide range of benefits and tailor-made service packages, interesting people around you and funky events that enrich your knowledge or relax your mind.

We are looking for charming people who are passionately curious and who want to join us on our mission to change the world of work.



*Location*

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Fosbury & Sons Alfons  
Alfons Gossetlaan 40  
1702 Groot-Bijgaarden



Fosbury & Sons Alfons – Alfons Gossetlaan 40, 1702 Groot-Bijgaarden – T: +32 2 793 10 03 – E: [alfons@fosburyandsons.com](mailto:alfons@fosburyandsons.com)

## *Your Role*

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Together with your colleague Hospitality Officer, you will be the face of the Fosbury & Sons location, central point of contact with a specific focus on catering and facility management

## *Your Mission*

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act as a central point of contact (for colleagues, members, visitors, meeting & events guests and on-site service providers f.e. cleaning personnel and catering staff);

ensure that members and visitors get the best possible welcome during the opening hours, as you aim to achieve a high-standard hospitality level;

answer questions of our members and guide walk-in guests with a commercial flair;

deal with incoming meeting & events requests (phone, email, walk-in);

take care of the incoming mail, invoices (catering- & facility-related) and other various admin affairs;

manage all daily catering activities f.e. passing orders to various caterers and suppliers on time, checking deliveries for irregularities, making weekly planning based on scheduled meetings and events, etc.;

coordinate & plan (extra) personnel in function of workload;

generate leads for meetings and events. Prospect various stakeholders and show them what our venue has to offer.

act as a liaison to the building manager f.e. collaborating with facility services and maintenance contractors, being the first point of contact for suppliers and technicians, dispatching handyman services, informing members of planned maintenance, etc.;

continuously innovate and improve service based on feedback from our members and external meeting & event clients;

handle move-ins and move-outs of members, f.e. preparing the access badges, customize furniture, etc.;

be flexible and take up front desk and other roles of team when needed;

ensure location targets and KPI's are obtained

*Note: As you will be working in a small team, backing each other up is key. The job content can slightly differ from time to time due to (periodic) changes and the ever-evolving environmental requirements. These changes/adjustments will be discussed in advance with the local team and the job holder.*



## *What We Expect*

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You have minimum 3 years experience in a coordinating role in the Hospitality sector.

You're fluent in Dutch and French, both oral and written, and it's a bonus if English is part of your repertoire.

By nature, you're caring, and don't need any prompting to work.

You're ace at on-the-spot problem-solving.

You have good planning and administrative skills.

You radiate maturity and professionalism.

You're hands-on, and can devise and realize solutions.

You have good analytical skills (eg. understanding of P&L of a location, budget follow-up)

You are a team player but you are also capable of working independently.

You like working with precision, and value people, lifestyle, design, art, culture, and fashion.

You can identify yourself with the values of Fosbury & Sons:

*we are all human beings*

*we work together*

*in an elegant way*

*with a certain joie de vivre*

Oh, and last but not least, your friends might joke about your OCD tendencies, but we'll more than appreciate them.



## *What We Offer*

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Full-time position

A small and dynamic team

Operation of this Fosbury & Sons location is managed by Futurn (real estate developer). You will report directly to the management of the company.

Futurn is developing future-proof business campuses where Fosbury & Sons' coworking concept fits perfectly. You will take a key role in implementing the concept at new locations.

Start date: asap



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*React*

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email: [alfons@fosburyandsons.com](mailto:alfons@fosburyandsons.com) and [office@futurn.com](mailto:office@futurn.com)



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