

Operational Manager

Freelance position – part-time – Amsterdam - Stichting Warm Hearts Floating Sauna

We're seeking a kind and organised Operational Manager to keep Warm Hearts running smoothly and support our volunteer community in this freelance role.

We're looking for someone who:

- Aligns with the values of Warm Hearts and feels excited about helping shape our future
- Thrives in a flexible environment where structures are still evolving
- Isn't afraid to pick up the phone, make a call, and figure things out
- Has strong organisational skills and feels comfortable with administration and payments
- Speaks Dutch (preferably) and has professional English skills
- Values accountability and follows through on commitments
- Enjoys delegating and sharing responsibility with others
- Loves researching, noticing small details, completing tasks, and ticking boxes ;)
- Is registered as a freelancer (KVK number required)
- Feels safe in a culture where we discuss openly, set boundaries, ask for help, and learn by doing
- Enjoys working in a diverse, multicultural, and multilingual environment
- Is available from January 2026 for approximately 6 hours per week (spread across the week), with occasional weekend availability for events
- Can attend meetings at Buurtwerkplaats Noorderhof in Amsterdam Nieuw-West, while also being able to complete many tasks remotely

Your responsibilities: These are some of the areas we need support, but your role will be shaped around your strengths and interests. Once the team is complete, we'll review tasks together to ensure responsibilities are shared fairly, and everyone is ready to shine in their role!

- Draft and manage contracts with volunteers
- Handle payments for volunteers and freelancers
- Support daily operations
- Monitor and document the progress of the volunteer program
- Arrange and maintain insurance policies
- Assist with writing grant applications
- Communicate with sauna guests and partners
- Provide occasional on-call support for skippers
- Support regular volunteer co-working days
- Take on other operational and administrative tasks to ensure smooth running of the organization

What we offer:

- The most heart-warming team and community
- Socially impactful freelance role with flexibility
- A leadership role to shape the direction of Warm Hearts ❤️
- Lots of appreciation from sauna good-doers and our community
- Opportunity to surround yourself with go-getters for social impact
- Learn an abundance of skills when being part of a new growing social foundation.
This role is perfect for you if you're curious to make a career shift or start something of your own one day.
- Grow your professional network in a diverse community in Amsterdam Nieuw-West (and beyond!)
- Duration: 46 weeks. Compensation: 45€ /h

- Room to grow, learn, and shape your role – with a big bonus of having access to the best sauna in Amsterdam!

How to apply:

- Send your CV and motivation letter to Elsa at warmheartsjobs@gmail.com mentioning the title of the position you are applying for **by December 31st**.
- Timeline: We're on a winter break from Dec 19 – Jan 5. Interviews will be scheduled before or after, depending on when we receive your application.
- We will fill the role as soon as we find the perfect match!

Our mission: We connect and empower people in Amsterdam of all backgrounds through volunteering, community, and kindness. Our volunteer-run sauna and activities around it create a safe space for learning and personal growth. We are a diverse, compassionate team including people with refugee backgrounds and those who have faced hardship. We value equity, inclusion, and celebrating different cultures. If you're passionate about making a positive impact, we'd love to hear from you.

Non-Discrimination Statement: Warm Hearts is a sauna that is free for everyone and fueled by kindness. Our volunteers and guests come from around 70 nationalities, representing every continent. We hope it goes without saying that we do not discriminate on the basis of race, ethnicity, nationality, religion, sexual orientation, gender identity, age, disability, or social status — in our hiring, volunteering, or services. We welcome applications from individuals of all backgrounds.