

**Title:** Chief Operating Officer (COO)

**Supervised by:** Al-Ayn Australia CEO

**Location:** Australia

**Hours:** Full Time

**About the Organisation:**

At Al-Ayn, we are committed to ensuring that every orphaned child living in poverty has access to the tools and opportunities they need to overcome their difficult experiences. We believe that when a child fulfils their potential, their own future is transformed as well as their families', their communities', and society's at large. In order to achieve that, we are led by our core values of transparency, dignity and empowerment.

**Role Overview:**

ASCFI is looking to recruit a COO for its member organization in Australia (Al-Ayn Australia). The COO is responsible for acting in accordance with ASCFI's mission, bylaws, and policies to successfully execute ASCFI's strategic plan. The successful candidate will directly supervise all staff and operations of the charity, support, and work closely with the CEO, and will be an inspiring leader who will work hard to support the community, staff, volunteers, and the Board. To be successful in this role, the person should be a thoughtful leader and a confident decision-maker, helping our people develop and be productive, while ensuring the charity is successful in its goals.

**Key Responsibilities:**

- In accordance with organization policies, responsibilities include but are not limited to:
- Develop strategies and goals to align and coordinate efforts to grow the charity's operations, programs, and resources.
- Assist the CEO in creating an annual development plan supporting the strategic plan.
- Deputize for the CEO where needed.
- Oversee various departments and ensure they are implementing their departmental plans and meeting their objectives.
- Manage employee schedules and potential conflicts.
- Help establish and maintain office procedures.
- Oversee procurement and staff recruitment.
- Prepare and review standard procedural documents for daily operations.
- Supervise staff performance across all levels.
- Oversee staff training and development programs.
- Conduct periodic employee appraisals.
- Ensure employees are motivated and productive.
- Oversee day-to-day operations.
- Set policies and processes.
- Ensure employees work productively and develop professionally.
- Ensure staff follow health and safety regulations.
- Prepare reports and other presentations as required to operate the organization.
- Represent the organization externally by participating in public speaking engagements, and regularly participate in and attend community events.

**Required Qualifications:**

- A Bachelor's degree is required. Master's degree in a related field is preferred. Proven experience in a senior leadership role will be considered in the absence of a degree.
- Solid budget management skills, including budget preparation, analysis, decision-making, and reporting.
- Strong demonstrated leadership skills and organizational abilities, including planning, delegating, program development, and task facilitation.
- Ability to listen, communicate and collaborate effectively with Board members, donors, staff, volunteers, and others.
- Strong written and oral communication, and public speaking skills.
- Proficiency in Microsoft Office and other organizational systems.

- Ability to interface and engage diverse volunteer and donor groups.
- A sincere interest in the philosophy of orphaned children's welfare and care.
- Must be able to meet and interact with the public in a tactful and diplomatic manner and represent the organization.
- Experience working with and coordinating multiple tasks utilizing staff and volunteer resources.
- Ability to objectively evaluate problems and recommend appropriate actions in a timely manner.
- Ability to prioritize, ask for help when needed, and communicate effectively when challenging situations arise.

**Preferred Qualifications:**

- Fluency in English and German (input primary language of region), with Arabic desired.
- Knowledge of fundraising strategies and donor relations unique to the non-profit sector.
- Knowledge of non-profit fundraising principles.
- A demonstrated knowledge of organizational and financial procedures for non-profit organizations, including budget development.
- Demonstrated skills in human resource management.

Skills:	Essential	Desirable
Strategy creation and execution	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Digital skills	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Data literacy and reporting skills	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Excellent written, verbal, and presentation skills	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Intercultural sensitivity and inclusive language skills	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Strong working knowledge of Microsoft Office Programs	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Good oral and written communication skills	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Fast data entry ability/keyboard skills	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Good presentation skills	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Project management skills	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Time management	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Strong technical accounting knowledge	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Excel and modelling	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Competencies:	Essential	Desirable
Excellent organisation and effective communication	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Ability to work as part of a team	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Leadership and coaching skills	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Strong attention to detail and organisational skills	<input checked="" type="checkbox"/>	<input type="checkbox"/>
the ability to manage pressure and conflicting demands, and prioritise tasks and workload	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Ability to delegate and manage the work of others	<input checked="" type="checkbox"/>	<input type="checkbox"/>

**Additional Requirements:**

- Flexibility of working outside working hours

**Note:**

This job description does not form a part of the contract of employment but indicates how that contract should be performed. The job description will be subject to periodic review and amendment in the light of experience and in consultation with the postholder. The postholder may be required to perform duties other than those in the job description for the post. The particular duties and responsibilities attached to the post may vary from time to time without changing the general character of the duties or the level of responsibility entailed. Such variations are a common occurrence and would not in themselves justify the re-evaluation of a post. In cases, however, where a permanent and substantial change in the duties of the post occurs, consistent with a higher level of responsibility, then the post would be eligible for re-evaluation.