

HAGAR INTERNATIONAL FOUNDATION

POSITION DESCRIPTION

1. Position Summary:

Job Title:	Chief Operating Officer, Hagar International Foundation
Reports To:	Chief Executive Officer, Hagar International Foundation
Position Location:	Phnom Penh, Cambodia

As a member of the Group Executive team and reporting directly to the Hagar International CEO, the Chief Operating Officer (COO) will lead the development and overview of financial management and business operations aligned with Hagar's global strategic vision. The COO will be responsible for the strategic development, review and implementation of financial and business operating plans that enable delivery of agreed initiatives. It is a hands-on role that will require active participation in supporting the financial and operational efficiency of Hagar. This role will lead the Group Services team; including HR, Communications and IT in addition to primary focus on the Finance team. As a member of the Group Executive team, the COO will work collaboratively with the CEO and Executive Leadership, taking a leadership role in the financial, business strategy and operations that enable Hagar to support and meet the needs of those affected by trauma resulting from slavery, trafficking and abuse in the countries where Hagar operates.

2. Organisational Context:

Hagar was established in 1994 in Cambodia to serve individual women and children who are suffering from the impact of trauma resulting from slavery, trafficking and abuse. Hagar currently delivers programmes across Cambodia, Vietnam, Singapore and Afghanistan and we are expanding into other South East Asia countries. We seek to magnify the impact of this work with individuals and families through our advocacy and capacity building work with other service providers and institutions.

We believe that with the right support and capabilities people can recover and take the lead in their own **journey to wholeness**.

Hagar commits to four foundational values, which we seek to embed in our organisational culture and practice.

Respect We believe in the right of all people to be heard and treated with respect and dignity.

Integrity We commit to act ethically and honestly, striving to do the right thing at all times and in all circumstances.

Compassion We want compassion, kindness and courage to be evident in our attitude, communication and practice.

Excellence We pursue high standards, listening and learning from those we serve, enabling us to continuously improve the journey to wholeness.

3. Key Position Responsibilities:

1. Business strategy

- In consultation with the CEO and Group Executive Leadership, develop operational business plans across Finance and all Group Services functions to support the strategic direction for the work of Hagar globally, ensuring consistency with Hagar's goals, values and strategic objectives;
- Align the business plans across the countries that Hagar operate in, ensuring efficiency and consistency in reporting and operation;
- Take responsibility for ensuring Hagar's financial and business strategies enable Hagar to meet its goals;
- Lead the delivery of the strategy and operational plans for each of the Finance and Group Services functions. Regularly evaluate and report progress against plans for each area;
- Review financial and other systems to ensure a best practice approach is adopted and maintained for delivery of effective and efficient financial operational management of Hagar;
- Identify implications and provide information, analysis and timely advice to the CEO, Group Executive and the Board to anticipate and respond to any issues and challenges that may impact strategic decision-making effectiveness and delivery of planned objectives;
- Be responsible for ensuring Hagar meets all financial, compliance and legal obligations relating to staff, supporters, sponsors, partners and clients in a timely and professional manner.

2. Financial management, strategy and delivery

- Develop a financial strategy that aligns with and supports the strategic direction for the work of Hagar, as identified by the CEO with the Group Executive team, ensuring alignment with business plans. Ensure consistency with Hagar goals, values and strategic objectives;
- Ensure all financial management meets appropriate standards and timelines to reflect quality delivery of service. Ensure appropriate internal controls, policies and procedures are in place to support efficient, consistent and correct delivery of services;
- Financial modeling as may be required to forecast against future deliverables and outcomes reflecting the desired vision and strategy;
- Develop a financial plan including annual budgets, financial reporting and periodic review;
- Be able to identify, report and manage financial and business risks, making appropriate recommendations to manage identified risks;
- Lead the delivery, evaluate and report progress and oversee ongoing review of all financial deliverables with the finance team, including financial reporting and analysis that meets the need of all relevant stakeholders, both internal and external.

3. Leadership

- Lead and support the Finance and Operation teams, creating a collaborative culture and high performance environment that promotes quality service delivery and a commitment to supporting and enabling the success of the programs that Hagar deliver;
- Develop, drive and build the team's capability and ensure accountability through appropriate performance management;
- Lead the teams through change by role modelling change management practices and providing support for staff on the Hagar journey;
- Coach and mentor the Group Services Managers, building leadership skills and supporting their career development;
- Ensure the effective co-ordination and supervision of work across all relevant areas;
- Role model a high standard of professionalism and integrity. Live Hagar's values in all that you do, embedding a culture aligned to One Hagar, with a collaborative approach to working across all teams and countries.

4. Management

- Build a team of qualified staff, ensuring they are appropriately inducted, developed and supported to perform their roles effectively and consistently, with a high level of Work Health Safety awareness;
- Ensure appropriate policies and procedures are in place, and all staff are receiving appropriate supervision and appraisals;
- Develop annual budgets and closely monitor financial outcomes to ensure programme objectives are achieved within available resources;
- Ensure performance and relevant targets are developed and achieved;
- Ensure compliance with Hagar reporting requirements, policies and procedures, statutory regulations, contractual obligations and funding requirements.

5. Relationships and Stakeholder Management

- Foster and develop collaborative and productive relationships across the Organisation and in particular with the CEO and Group Executive Team members;
- Liaise with the CEO and Group Executive Team, providing advice and support as required, to ensure they are appropriately informed in their roles;
- Build and maintain effective working relationships with external stakeholders, including relevant agencies and authorities, and current and potential donors and funders;
- Represent Hagar as an international trauma informed organisation committed to providing quality, value-driven care and support to survivors of slavery, trafficking and abuse.

Any other duties as agreed.

4. Key Selection Criteria:

- At least 5 years' experience as a Chief Operations Officer, with experience in organisations involved with fundraising and grants
- Relevant tertiary qualifications and experience at a senior level leadership level in finance, business operations and general management, reporting to CEO level, partnering with Executive teams
- Understanding of and commitment to Hagar's values, strategic objectives and priorities, and a demonstrated ability to work sensitively in a cross-cultural environment
- History of successful strategy development, delivery and execution that delivers service growth and improves performance outcomes
- A sophisticated understanding of good corporate governance, managing investments, funds and grant accountability, compliance and reporting
- Highly developed analytical skills and a demonstrated capacity to initiate, plan, implement and review new systems and processes
- A track record of driving, motivating and developing high functioning partnerships and outcome-focussed teams
- Demonstrated high level organisational skills and the proven capacity to take on and deliver on multiple and varied projects
- Demonstrated experience of effective budget preparation, forecasting and management
- Flexibility to work in a changing environment, providing leadership in adapting to new systems and processes
- Excellent interpersonal and communication skills, both oral and written and demonstrated capacity to work collaboratively with others, negotiate and exercise influence in a diverse range of contexts
- Proven engagement and relationship-building skills and the ability to represent the organisation effectively and professionally
- Enthusiasm, drive, creativity and initiative

5. Core Competencies:

Accountability: We take responsibility for using our resources efficiently, monitoring progress and for being accountable to our clients, our supporters, and partners.

Collaboration: We build strong relationships that inspire trust, respect and effective communication.

Creativity: We embrace innovation, change and new approaches to ensure continuous improvement.

Learning: We pursue excellence by encouraging reflection, continuous learning and professional development.

Quality: We aspire to high goals and strive for the highest quality outcomes and services.

6. Signatures:

Name:

Signature:

Date:

Prepared by: Micaela Cronin, CEO



October 2016

HR Manager: Group Manager HR

Position Holder: _____
