

Job title: Chief Operating Officer (COO)

Reports to: Deputy Chief Executive Officer

Hours: Full-time

Location: London (with international travel as required)

About the Organisation:

At Al-Ayn, we are dedicated to providing orphaned children living in poverty with the resources and opportunities needed to overcome their challenging circumstances. We believe that when a child realises their potential, it not only transforms their future but also positively impacts their families, communities, and society as a whole. Our mission is driven by our core values of transparency, dignity and empowerment.

Role Overview:

The Chief Operating Officer (COO) is a senior executive role, serving as the Deputy CEO's principal operational partner and deputy. The COO will provide strategic and operational leadership across Al-Ayn, ensuring the effective implementation of organisational strategy, strong coordination between headquarters and member offices, and consistent operational standards across the organisation.

The role is responsible for translating strategy into action, overseeing planning and performance management, strengthening systems and processes, and promoting a culture of accountability, collaboration, and continuous improvement. A core element of the position is leading structured evaluations of departments and member offices, ensuring organisational effectiveness, compliance, and impact.

Key Responsibilities:

1. Strategic & Operational Leadership

- Lead and oversee the implementation of Al-Ayn's approved strategic and operational plans.
- Act under delegated authority from the Deputy CEO and deliver assigned executive responsibilities.
- Ensure alignment and coordination between headquarters departments and international member offices.
- Provide operational leadership to support the organisation's mission, growth, and sustainability.

2. Performance Management & Evaluation

- Oversee the annual planning process, including organisational objectives and key performance indicators (KPIs).
- Lead regular evaluations of departments and member offices, including:
 - Assessment of operational effectiveness, governance, and compliance
 - Review of performance against agreed objectives and KPIs
 - Identification of risks, gaps, and areas for improvement
 - Development of practical recommendations and follow-up actions
- Monitor organisational performance through structured reporting, dashboards, and review meetings.

3. Coordination, Governance & Compliance

- Ensure effective coordination and communication across all departments and member offices.
- Organise and chair regular operational and coordination meetings, ensuring:
 - Clear agendas and objectives
 - Accurate documentation of minutes and decisions
- Systematic follow-up on agreed actions and recommendations.
- Ensure adherence to organisational policies, procedures, and regulatory requirements.
- Systems, Processes & Continuous Improvement.
- Oversee the development, standardisation, and continuous improvement of operational systems and procedures.
- Identify inefficiencies and lead initiatives to enhance effectiveness, quality, and scalability.
- Promote best practice and knowledge sharing across the organisation.

4. Reporting & Executive Support

- Support the Deputy CEO in the preparation of reports for senior management and the Board of Trustees.
- Provide clear, evidence-based insights on organisational performance, risks, and operational priorities.

5. Leadership & Culture

- Promote a culture of accountability, collaboration, and results-driven performance.
- Encourage transparency, learning, and continuous improvement across teams and offices.

Qualifications & Experience:

- Bachelor's degree required; a Master's degree in management, business administration, or a related field is highly desirable.
- Minimum of 5–7 years' experience in a senior executive or operational leadership role.
- Experience working within international, multi-country, or non-profit organisations is strongly preferred.
- Proven ability to manage complex, distributed organisational structures and multiple stakeholders.
- Demonstrated experience in performance management, organisational reviews, and evaluations.

Skills & Competencies:

- Strong leadership, organisational, and decision-making capabilities.
- Excellent written and verbal communication skills.
- High level of competence in planning, monitoring, and performance evaluation.
- Strong meeting facilitation and follow-up discipline.
- Proficiency in Microsoft Office and organisational reporting systems.
- Ability to work under pressure, manage competing priorities, and meet deadlines.

Languages:

- Full professional proficiency in English.

- Full professional proficiency in Arabic.

Additional Requirements:

- Flexibility in working hours.
- Willingness and ability to travel internationally as required.

Salary:

The salary is competitive and commensurate with experience and qualifications.