



CANDIDATE PACK

INTERIM CHIEF OPERATING OFFICER



CONCILIATION RESOURCES

Conciliation Resources is an international organisation committed to stopping violent conflict and creating more peaceful societies.

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ABOUT US

We were founded in 1994 by Andy Carl and David Lord and for over 25 years you have been bringing together communities torn apart by violence and mistrust, helping people resolve their differences. We connect the views of people on the ground with political processes and share learning so others can find alternatives to violent conflict. Our reach now includes the South Caucasus, countries across East and Central Africa, the Horn of Africa, South Asia, Southeast Asia and additional parts of West Africa, Philippines and the Pacific. We currently employ 85 staff, with 50 in the UK and 30 in our global offices. Over the past couple of years, we have moved to a more devolved regional structure for delivery and we have physical presence in Melbourne, Brussels and Africa.

THE ROLE

Thank you for considering this interim role at Conciliation Resources. Our Chief Operating Officer is moving onto a new role, and we are seeking an Interim Chief Operating Officer to take on a broad range of senior strategic responsibilities. This role is for nine months on a fixed term basis. This is a broad role covering Strategy, Operational Delivery, Governance, Risk Management, Safety, Compliance and Strategic HR. We are searching for a candidate who can be agile, to support the organisation with a need to be strategic but also operational. Conciliation Resources is a compact organisation, and we work collaboratively to create a positive and enabling culture.



JOB DESCRIPTION

Job title:	Chief Operating Officer (Interim)
Location:	London (Hybrid – 1-3 day/week in office)
Reporting to:	Executive Director
Responsible for:	Leadership of the global support teams, legal, risk, compliance and strategy
Reports:	4 direct reports (8 staff indirectly)

JOB PURPOSE

This role represents an unparalleled opportunity to use your strategic and operational expertise within an impactful and driven organisation committed to stopping violent conflict and creating more peaceful societies.

The Chief Operating Officer (Interim) is responsible for implementing and strengthening Conciliation Resources' international governance and operational support across 6 offices. You will be overseeing global strategy and resource management, overseeing multi-jurisdictional legal and regulatory compliance and organisational systems and processes for over 80 personnel working across 15 countries. In addition to ensuring legal, safe and robust operational management across the global organisation you will lead the organisational support teams, currently comprised of Governance, Human Resources, Safety and Compliance, Facilities and IT.

The level of direct management is variable as some of these teams have Managers who provide day to day management and strategic direction which the COO (Interim) oversees and assists. The COO (Interim) will also be responsible for legal and risk management, reporting to the Board and Risk and Audit Committee.

The COO (Interim) will work closely with the four Department Directors based in London, Addis Ababa and Melbourne focussing on governance, legal and compliance issues.

The COO (Interim) will help devise and implement strategies, including change management, to ensure Conciliation Resources is a dynamic, innovative and reflective organisation.

During periods of emergency that threaten the health of staff or the organisation, the COO (Interim) will lead the organisation's immediate emergency response as well as the longer-term strategic response.

The COO (Interim) will contribute to the organisational leadership of Conciliation Resources as a member of the Executive Management Team and other senior management groupings, representing its core values, and continuing to develop the organisational structure and operating model to support the peacebuilding vision of Conciliation Resources.

Our vision is an organisation in which all colleagues feel and are respected and are equally enabled to contribute their full potential to our peacebuilding mission. We have an anti-racism action plan and a gender strategy. The COO (Interim) is part of the EMT committed to implementing these.

A key aspect of the role is making sure that individual organisational support teams develop their individual and collective strategies in a coordinated way through a multi-year Operational Plan, implement their annual plans and budgets and report on their impact and change and support others across Conciliation Resources to achieve this. The role will devise and implement changes to systems and processes. They will provide leadership across the organisation and ensure that each team member is well supported and professionally managed.

SCOPE AND ACCOUNTABILITY

They support the Executive Director in the leadership and development of Conciliation Resources, and lead on ensuring that Conciliation Resources is able to support the successful delivery of its work. As part of the Executive Management Team, working closely with the Director of Research, Advisory and Policy they will promote knowledge management and learning across the organisation's support teams and will integrate inclusivity and gender sensitivity into organisational practice.

As delegated and defined by the Executive Director, the COO (Interim) has authority over organisational governance and support functions. They will always seek input and feedback and will seek buy-in from other areas of the organisation where possible.

SPECIFIC TASKS AND RESPONSIBILITIES

STRATEGIC LEADERSHIP

Work closely with the Executive Director, Director of Finance and others on the Executive Management Team and senior staff to present a clear vision and workable business plan. The role is empowered to direct the implementation of aspects of the business plan that relate to critical regulatory compliance, staff safety or financial sustainability.

Ensure that the Executive Director is provided with timely reviews of the organisation's situation in all support areas and provide direct assistance to the organisation's ongoing anti-racism work.

GOVERNANCE

Maintain the global governance structure, ensuring it is cognisant of local legal requirements for peacebuilding and charitable organisations and balances competing needs and risks across the global offices. Ensure entity registration across offices is appropriate, legal and functional. With input from Department Directors and Finance Director, devise and implement decision making and communication structures that are appropriate and functional. The COO (interim) takes part in the Risk Audit Committee and the Safeguarding Committee.

Ensure appropriate horizon scanning and lead the organisation's strategic response to operational shifts in the wider sector in the UK and other global CR locations.

Assist the Director of Finance to strategically manage the relationship with Conciliation Resources' auditors. Manage the relationship with insurers and other key service providers, delegating to others as necessary. Exercise responsibility for all Company Secretarial duties including timely statutory reporting and working with the Chair to ensure effective management of the Board process and procedures. Support both the Chair and the Executive Director in their work developing the work of the Board and its members. Working with the Executive Director provide timely, regular, accurate and transparent information on organisational performance to the Board of Trustees.

Maintain the global Risk Management Policy to manage the 'live' high-level organisational Risk Register, reporting periodically to the Board on the risks and their mitigation and management.

Manage and operationalise security policies and procedures and ensure cross organisational compliance with the same.

ORGANISATIONAL SUPPORT FUNCTIONS

Support a culture of user-friendly management information and shared awareness.

Provide strategic support to the Director of Finance in their leadership of budgets, forecasts, audit of the annual accounts and financial best practice and implementation of a robust control environment.

Provide strategic and hands on support to global and local Human Resources and IT staff in the provision of the organisational operating environment, both the physical and systems and services, and ensure that necessary changes are identified and acted on in a timely manner.

Provide strategic support to the Global Human Resources and Facilities Manager in their work on the continued development of Conciliation Resources' HR systems and practice, integrating inclusivity and gender sensitivity across the organisational policies and processes. Directly assist the Department Directors in the setup and maintenance of overseas branch and satellite offices.

Provide strategic support and oversight for the Annual Planning and Budgeting process.

Directly review all organisational contractual commitments and seek external legal advice when necessary.

With input from Department Directors and the Director of Finance, devise and implement appropriate partner and supply chain due diligence system and processes across all compliance areas.

ORGANISATIONAL DEVELOPMENT

As a member of the Executive Management Team, the post-holder will be a role model for a professional, collaborative and supportive working culture and embed an efficient operational framework.

Ensure appropriate and updated policies and processes are in place, used, and reflect both legal and operating changes. They will lead, or will support others within the Organisational Support Teams who lead, on matters of organisational development.

LINE MANAGEMENT AND OVERSIGHT

Motivate, inspire and develop direct reports, setting performance objectives, providing objective and constructive feedback via appraisal and performance management processes and in turn making sure that direct reports cascade the same requirements to their reports.

GENERAL

Undertake any other relevant duties that fall under the general scope of this role as instructed by the Executive Director. Participate in the provision of a safe working environment, adhering to Conciliation Resources' health and safety policies at all times.



PERSON SPECIFICATION

KNOWLEDGE

- Advanced practical knowledge of how to approach global organisational management and governance.
- A thorough understanding of, and commitment to, Conciliation Resources' general aims and principles including a positive attitude towards equal opportunities principles and practice.
- A comprehensive understanding of the external environment and the key issues faced by international non-governmental organisations and the practical application of these in relation to the organisational support teams and their work.
- Knowledge and practice of UK company and charity governance and broader legal environments is highly desirable (experience of governance for regional offices desirable)

EXPERIENCE

- Management and leadership experience, including delivering strategies and support across multiple global offices and working with multiple Boards of Directors and Trustees.
- Experience overseeing legal, risk and compliance matters across a global NGO or company, leading analysis and decision making in these areas.
- Experience of working across the organisational support team portfolio, including safety and security, IT and Human Resources, and supporting and developing colleagues that lead their respective areas of work.
- Experience of change management within complex and fast paced organisations
- Experience overseeing support teams across multiple countries, including in high risk locations
- Experience of managing an annual departmental budget (current departmental budget £2 million) and contributing to strategic oversight of an organisational budget (currently over £11 million).
- Experience in both facilitating and leading meetings and / or events.
- Experience in finding practical responses to operational challenges and supporting others to do the same.

SKILLS/ATTRIBUTES

- Proven ability to think and operate strategically
- Excellent organisational leadership and management skills including strategic planning
- Excellent line management skills with the ability to work across a multi-disciplinary team of senior staff in multiple locations
- Ability to support and encourage direct reports (and their respective teams) in their fields of expertise. Proven ability to provide mentoring and advice to colleagues.
- Excellent verbal and written skills in English and proven ability to communicate effectively and sensitively and tailor communications to specific audiences.
- Appreciation of the importance of inclusivity and diversity within the internal organisational structures and the role this plays in maintaining the same in our programmatic work and how it relates to our mission.
- Proven political judgement including an appreciation of how to handle sensitive and confidential issues.



TERMS OF APPOINTMENT

SALARY

The salary for this role is £85,000 per annum on a full-time basis for 9 months

LOCATION

Burghley Yard, 106 Burghley Rd, London NW5 1AL

Conciliation Resources Offer 9% employer pension contribution, hybrid working, a generous leave policy (25 days, plus three days office closure between Christmas and New Year, which is in fact deployable through the year) including shared parental leave, mental health days , Employee Assistance programme, diverse and cooperative working environment. We also offer season ticket loans.

HOW TO APPLY

We hope you will consider making an application. If you have questions about the appointment and would find it helpful to have an informal conversation, please contact catherine.kift@starfishsearch.com or ruby.judge@starfishsearch.com and we will be happy to arrange a call.

To make an application, please go to <https://starfishsearch.com/jobs/conciliation-resources-coo/> and click on the apply now button, with the following prepared:

- Your CV (no more than three sides).
- A supporting statement (no more than two sides) that sets out why you think this role is the right move for you and how you meet the criteria.

We would also be grateful if you would also complete the Equality and Diversity monitoring form on the online application process. This form is for monitoring purposes only and is not treated as part of your application.

Closing date 2nd October

Interviews with Conciliation Resources: w/c 9th October

