

DEPUTY DIRECTOR GLOBAL PROGRAMME OPERATIONS

Information Pack

Table of Contents

About Islamic Relief 3
Our Global Strategy 4
Our Vision and Mission 5
Our Values 6
The Role: Profile 7
Benefits at Islamic Relief for UK based staff 11
How to apply 12

ABOUT ISLAMIC RELIEF WORLDWIDE



Islamic Relief is a faith based humanitarian aid and development agency working to save and transform the lives of some of the world's most vulnerable people.

Established in the UK in 1984, we work in over 45 countries, assist people of all faiths according to need and do not discriminate in any way. Close to the communities we serve, we work hard to understand their culture and needs and gain their trust. Our proximity means we can often respond swiftly to emergencies and work in areas that other organisations cannot access.

Our humanitarian and development projects help millions of people every year, contributing directly to the UN Sustainable Development Goals. We help communities to better protect themselves from crises and deliver lifesaving emergency aid when disaster strikes. We provide vital services such as healthcare, water and sanitation and hygiene. Our livelihoods and education projects empower people to escape poverty and build brighter futures. To maximise our impact, Islamic Relief develops the capacity of local partners to work alongside us in delivering effective humanitarian interventions. Through global advocacy we push for positive change particularly on climate change, gender justice and forced displacement, and we develop Islamic perspectives that combine spiritual and practical insights to provide distinctive, practical approaches to the biggest challenges facing our world.

The high quality and impact of our work means we are the only Muslim charity to be awarded Core Humanitarian Standard certification. As full members of the INGO Accountability Charter our excellence in transparency, good governance and social responsibility is recognised. We are also signatories to the Red Cross Code of Conduct, which sets ethical standards for organisations involved in humanitarian work, and are firmly committed to the People in Aid code of best practice. One of the world's largest relief and development charities, to date we have helped over 120 million vulnerable people worldwide.

Learn more about our work and impact in our Annual Reports

OUR GLOBAL STRATEGY

Our global strategy aligns life-saving and life-changing programming with the push for systemic change to meet growing humanitarian needs across the globe.

Over the next 10 years, we aim to achieve three core outcomes:

1. **We will save lives and reduce vulnerability to humanitarian crises.**

2. **We will empower communities to tackle poverty and vulnerability.**

3. **We will advocate for change to the system to eliminate the global and local root causes of inequality.**

Our core humanitarian and development programme areas will continue responding to humanitarian crises with life-saving assistance, tackling food security and nutrition, and building sustainable livelihoods, health and education.

We will continue to work with our humanitarian partners across the world towards achieving the Sustainable Development Goals.

More details on our strategy can be found here:
Global Strategy 2023-2033



OUR VISION

Inspired by our Islamic faith and guided by our values, we envisage a world where communities are empowered, social obligations are fulfilled and people respond as one to the suffering of others.

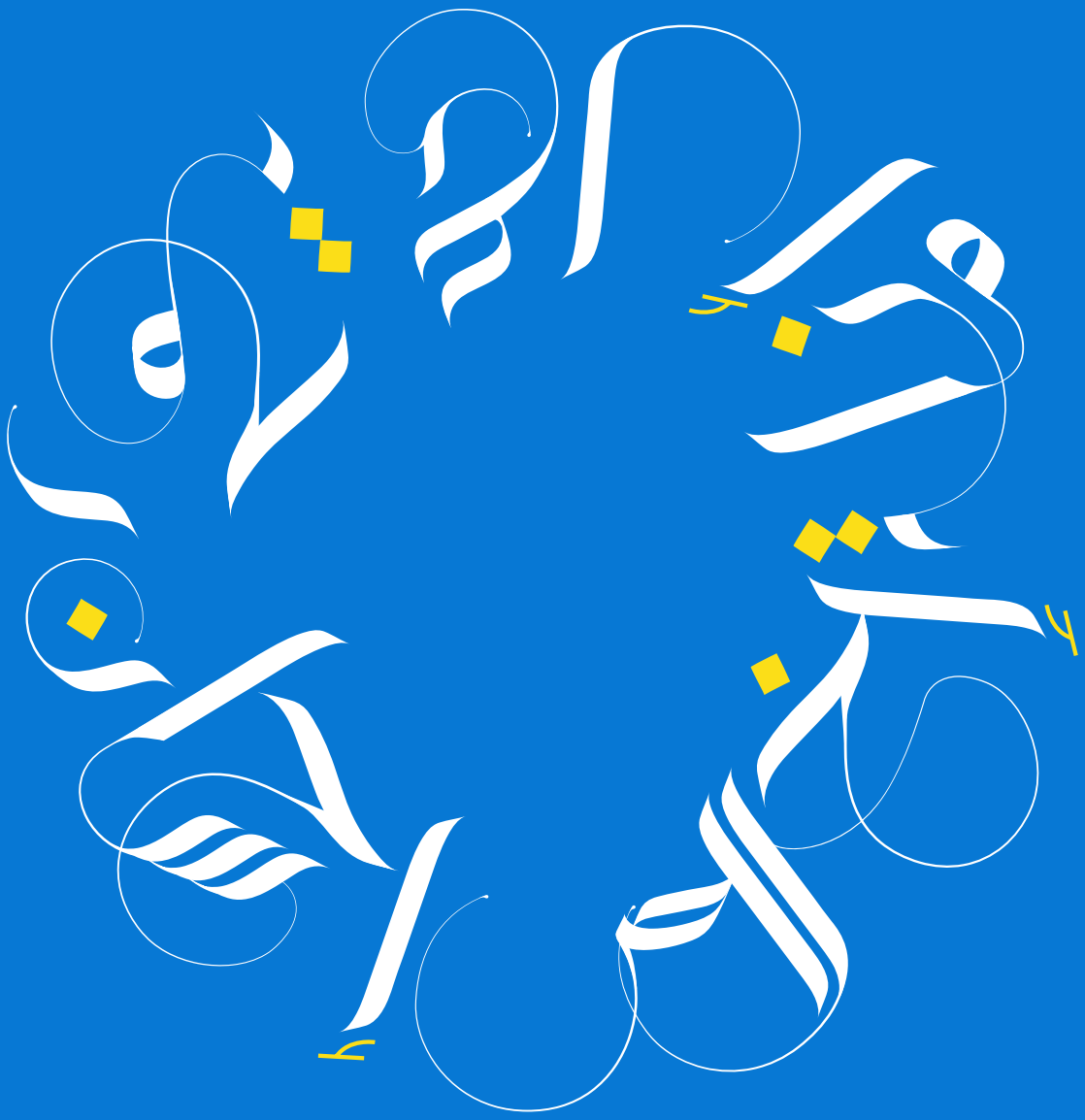
OUR MISSION

Exemplifying our Islamic values, we will mobilise resources, build partnerships and develop local capacity as we work to:

- Enable communities to mitigate the effect of disasters, prepare for their occurrence and respond by providing relief, protection and recovery.
- Promote integrated development and environmental custodianship with a focus on sustainable livelihoods.
- Support the marginalised and vulnerable to voice their needs and address root causes of poverty.



OUR VALUES



We remain guided by the timeless values and teachings of the Qur'an and the prophetic example (Sunnah), most specifically:

- **Sincerity (Ikhlas)** – In responding to poverty and suffering, our efforts are driven by sincerity to God and the need to fulfil our obligations to humanity.
- **Excellence (Ihsan)** – Our actions in tackling poverty are marked by striving for excellence in our operations and the conduct through which we help the deserving people we serve.
- **Compassion (Rahma)** – We believe the protection and well-being of every life is of paramount importance and we shall join with other humanitarian actors to act as one in responding to suffering brought on by disasters, poverty and injustice.
- **Social Justice (Adl)** – Our work is founded on enabling people and institutions to fulfil the rights of the poor and vulnerable. We work to empower the dispossessed towards realising their God-given human potential and develop their capabilities and resources.
- **Custodianship (Amana)** – We uphold our duty of custodianship over Earth and its resources, and the trust people place in us as a humanitarian and development practitioner to be transparent and accountable.

THE ROLE

DEPUTY DIRECTOR - GLOBAL PROGRAMME OPERATIONS (GPO)

JOB DESCRIPTION

Base location: Birmingham, UK / Hybrid (40%)
Reporting to: Director of International Programmes
Line management responsibilities: 5 direct reports

JOB PURPOSE:

The Deputy Director GPO leads the safe, compliant and high-quality delivery of IRW's global programme portfolio, overseeing performance, risk, finance, partnerships and emergency readiness, and deputising for the Director of International Programmes as required.

SCOPE AND AUTHORITY

The post-holder supports programme quality across regions and countries, responds flexibly to major emergencies, travels internationally at short notice and deputises for the Director as required.

Responsible for oversight of field office budgets managed by Heads of Regions and for the role's own budget.

KEY WORKING RELATIONSHIPS

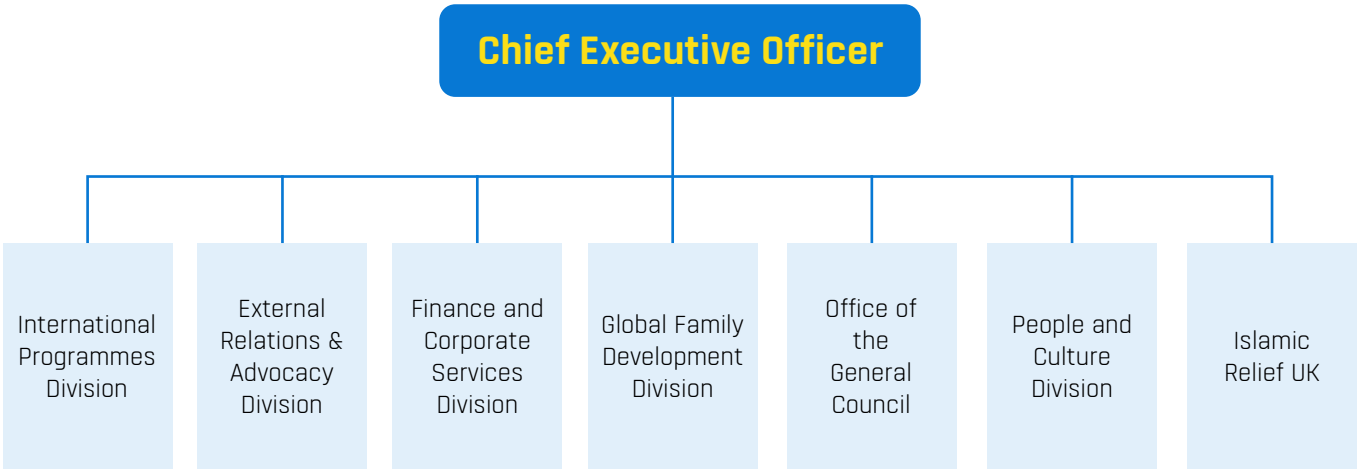
Internal

- Director of International Programmes
- Heads of Regions
- Head of Orphans, Child Welfare and Seasonal Programmes
- Country Directors
- Head of Disaster Risk Management Department
- Head of Units in Programmes Division
- Senior managers and directors across IRW
- Relevant regional and global programme leaders within the IR Family

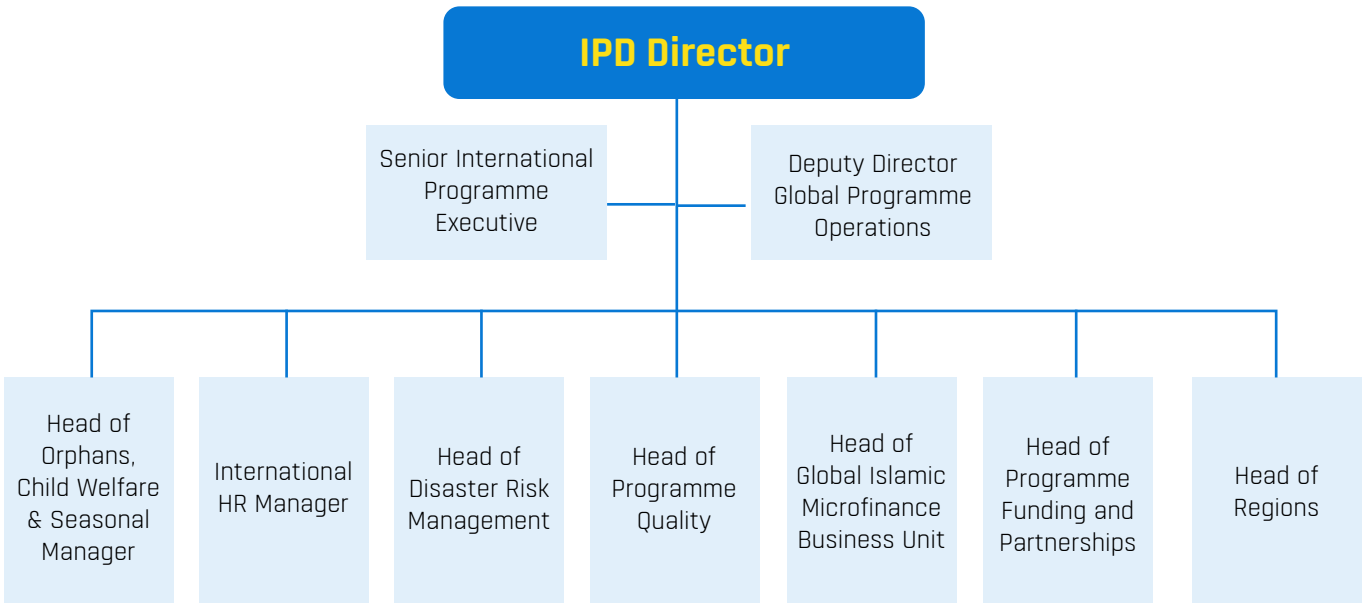
External

- Donors
- UN bodies
- Regional intergovernmental bodies
- Other international NGOs
- Government counterparts and strategic partners

POSITION OF ISLAMIC RELIEF UK WITHIN ISLAMIC RELIEF WORLDWIDE



STRUCTURE OF INTERNATIONAL PROGRAMMES DIVISION



KEY ACCOUNTABILITIES

The job holder is accountable for fulfilling his or her roles and responsibilities in line with Islamic Relief values and principles of fairness, humanity, honesty, respect and fair treatment of his/her colleagues and staff.

ORGANISATIONALLY

- Translate IRW's strategy, humanitarian principles and country priorities into clear operational plans, standards and measurable expectations across regional and country programmes.
- Drive portfolio performance by monitoring quality, impact, finance, risk, safeguarding, compliance and income, and taking timely corrective action.
- Lead Heads of Regions and assigned functional leads by setting clear objectives, decision rights and performance expectations, supported by effective management, reporting and escalation processes.
- Build a high-performing, values-led leadership culture by coaching senior managers, strengthening succession and capability, and promoting accountability, inclusion, learning and wellbeing.
- Enforce programme quality, donor compliance, internal policy, legal obligations and accountability standards across operations.
- Strengthen assurance and risk management for complex and high-risk programmes, covering finance, procurement, safeguarding, security, partnerships, duty of care and community feedback.
- Strengthen regional and country leadership teams to deliver high-quality, compliant programmes at scale, manage performance and embed IRW standards.
- Improve operational effectiveness by standardising proportionate programme tools, procedures and reporting, simplifying processes and strengthening management information.
- Represent in governance forums and with donors, governments, partners and international agencies to strengthen delivery, influence and strategic relationships.
- Secure funding opportunities and influence decisions through clear analysis and reporting on performance, capacity, risk, compliance, emergencies, resources and implementation feasibility.
- Embed learning and innovation by capturing and sharing operational evidence, lessons and good practice to strengthen decisions, policy and organisational positioning.
- Lead assigned special projects with clear scope, ownership, timelines and reporting, drawing on operational insight and external good practice.

PERSON SPECIFICATION

It is essential that the post holder shows a good understanding and empathy with the Islamic values and principles as well as commitment to IRW's vision and mission. The successful candidate will score highly against the majority of the following:

Essential:

- Good understanding of and empathy with Islamic values and principles, with commitment to IRW's vision and mission.
- Postgraduate qualification, or equivalent senior-level experience, in international development, humanitarian studies, management or a related discipline.
- Substantial senior leadership and management experience in a large, complex international NGO or comparable organisation.
- Experience of leading major humanitarian emergency responses and organisational crisis management.
- Proven leadership of complex, multi-country humanitarian and development portfolios, including work in fragile or conflict-affected settings.
- Substantial knowledge of international humanitarian and development systems, institutions, donors, procedures, accountability frameworks and good practice.
- Demonstrated experience of developing and implementing organisational strategy and operational plans.
- Strong operational delivery, donor compliance, financial oversight, safeguarding and risk management experience.
- Experience of line managing, coaching and developing senior leaders and geographically dispersed teams.
- Expertise in representation, influencing and negotiation with governments, donors, international agencies and partners.
- Ability to make sound, timely decisions using complex performance, financial and risk information.
- Highly developed interpersonal, communication, influencing, negotiation and coaching skills.
- Ability to thrive in a matrix environment, manage competing

Desirable:

- Experience of deputising for, or operating at, Divisional Director or executive leadership level.
- Professional qualification in programme management, leadership, finance, risk, safeguarding or a related discipline.
- Experience of organisational change, operating-model improvement or transformation across multiple countries.
- Experience of working with boards, trustees or governance committees and producing concise assurance reporting.
- Experience of partnership-led programming and localisation approaches.
- Working knowledge of an additional language relevant to IRW's international operations.

BENEFITS AT ISLAMIC RELIEF FOR UK BASED STAFF

We have a comprehensive benefits package including:

- Enhanced annual leave (starting from 26 days and additional 4 days for Eid)
- Enhanced maternity package and paternity leave
- Health care cash plan
- Personal development opportunities
- Employee assistance programme
- Car leasing and Cycle to work schemes
- Enhanced sick pay
- On-site parking (Birmingham office only)
- Company pension scheme
- Staff discounts

HOW TO APPLY:

To apply for this role, please complete our online application process

PRE-APPOINTMENT CHECKS:

Any appointment will be subject to the following checks:

- Proof of eligibility to live and work within the UK
- Enhanced screening clearance.
- Receipt of satisfactory references including the Inter-Agency Misconduct Scheme Reference where applicable.
- Disclosure and Barring Service (DBS) check .
- This post is classed as Social Media Profile Level One (Senior Ambassador) under IRW's Personal Social Media Policy. The postholder must disclose their social media accounts and must represent IRW in an acceptable way online, in accordance with the policy.

DIRECTOR ROLE APPOINTMENT:

The appointment of the Director role is made jointly by CEO and BOT.

OUR VALUES AND COMMITMENT TO SAFEGUARDING

IRW is committed to preventing any type of unwanted behaviour at work including sexual harassment, exploitation and abuse, lack of integrity and financial misconduct; and committed to promoting the welfare of children, young people, adults and beneficiaries with whom IRW engages. IRW expects all staff and volunteers to share this commitment through our code of conduct. We place a high priority on ensuring that only those who share and demonstrate our values are recruited to work for us.

The post holder will undertake the appropriate level of training and is responsible for ensuring that they understand and work within the safeguarding policies of the organisation.

All offers of employment will be subject to satisfactory references and appropriate screening checks, which can include criminal records checks. IRW also participates in the Inter Agency Misconduct Disclosure Scheme.

In line with this Scheme, we will request information from job applicants' previous employers about any findings of sexual exploitation, sexual abuse and/or sexual harassment during employment, or incidents under investigation when the applicant left employment.

By submitting an application, the job applicant confirms his/her understanding of these recruitment procedures.