

Job Title:	Director of Operations
Department:	Operations
Location:	London
Reports to:	CEO
Line Management responsibility:	Head of International Programmes Head of Income & Generation and Marketing Country Directors x 5
Budgetary Responsibility:	Yes
Child Safeguarding level:	We are committed to the safeguarding and protection of children and vulnerable people in our work. We will do everything possible to ensure that only those who are suitable to work with children and vulnerable people are recruited to work for us. Therefore, this post is subject to a range of vetting checks including a criminal records disclosure, DBS, or in the event that the employee is not a UK resident, a check to its equivalent in the current residing country will be required.

Job Purpose:

The Director of Operations plays a crucial role in ensuring the strategic alignment and operational excellence of Muslim Aid’s global initiatives. Reporting directly to the Chief Executive Officer (CEO) and working in collaboration with other senior directors, this position oversees the strategic aspects of our international programmes, income generation and marketing departments. This role also involves interaction with the Board of Trustees, the Programme Committee and Income and Generation Committee to support and guide organisational development.

The Director of Operations ensures that Muslim Aid’s strategies are effectively executed, the operations are efficient, and the organisational objectives are met with the highest standards of excellence and accountability.

This role is vital for driving operational improvements, managing change, and nurturing a culture of high performance and continuous learning across the organisation.

Key Accountabilities:

Strategic Leadership and Collaboration

1. Collaborate with the CEO and senior leadership to develop and implement Muslim Aid’s strategic plan, ensuring alignment with Muslim Aid’s broader goals in partnership with key directors, including Finance, Strategy & Advocacy, and People & Culture.
2. Actively contribute insights and recommendations on operational strategy, overseeing the development and implementation of coordinated strategies and workplans that integrate programmatic excellence with income generation, and marketing efforts.
3. Drive operational excellence across Muslim Aid by optimising resources and capabilities for maximum impact, promoting a culture of continuous improvement, innovation, and efficiency.

Operational Oversight

4. Oversee the management of the Head of International Programmes and Head of Income Generation and Marketing, ensuring strategies and operations align with overall goals of Muslim Aid.
5. Ensure operational efficiency and effectiveness across all programmatic and departmental activities, implementing good practices and seeking opportunities for innovation and improvement.
6. Oversee the operational budget, guaranteeing resources are distributed with efficiency and effectiveness to uphold strategic priorities.
7. Monitor and enhance the quality and effectiveness of programme delivery and income generation activities, through key performance indicators.

Budgeting and Financial Management

8. Oversee budgetary planning and cost management, aligning with the Muslim Aid's strategic plan.
9. Lead the budgeting process for operational areas, to ensure resources are efficiently allocated to support strategic priorities.
10. Collaborate closely with the finance department to ensure sound financial practices and resource utilisation.
11. Monitor spending, manage financial risks, and work to ensure financial sustainability of Muslim Aid.

Board Engagement and Reporting

12. Serve as a key liaison between Muslim Aid's operations and its Board of Directors, ensuring transparent and timely communication on operational performance, challenges, and opportunities.
13. Prepare and present comprehensive operational reports at board meetings and committee meetings throughout the year, offering strategic insights and recommendations.
14. Participate in Board Committees as required, providing operational perspectives and expertise to support governance and strategic decision-making.

Risk Management and Compliance

15. Ensure compliance with legal, regulatory, and funding requirements across all areas of your operations, maintaining the highest standards of accountability and transparency.
16. Oversee the implementation of policies and procedures that promote organisational efficiency, safeguarding, and the ethical conduct of operations.
17. Proactively manage risks within operational activities, implementing necessary mitigation strategies to maintain good practice standards.

Team Leadership and Organisational Development

18. Nurture a culture that emphasises excellence, continuous improvement, and upholds values of diversity, equity, and inclusion across Muslim Aid.

19. Offer mentorship and professional development opportunities for direct reports and their teams, ensuring a high level of expertise and motivation within the operations function.
20. Establish clear team priorities and individual objectives aligned with Muslim Aid's strategic plan.
21. Regularly manage staff performance against set objectives, conduct one-on-one meetings with direct reports, and provide continuous feedback and support throughout the year as part of the appraisal process.
22. Drive change management initiatives, guiding Muslim Aid through transitions while ensuring staff are supported and engaged.
23. Cultivate a collaborative working environment that encourages innovation, best practices, and knowledge sharing.

Stakeholder Engagement and Representation

24. Represent Muslim Aid in external forums, building relationships with key partners, stakeholders, and donors to advance Muslim Aid objectives.
25. Ensure effective communication and collaboration between operational departments and other Muslim Aid functions.

Other

26. Ensure all records are maintained and stored appropriately in line with Muslim Aid's document management and IT policies.
27. Comply with all policies, procedures, legal, and regulatory requirements.
28. Perform any other duties commensurate with the accountabilities of the post.
29. Address additional responsibilities as required, such as travel requirements.

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Person Specification		
	Essential / Desirable	Assessment Stage
Qualifications:		
Bachelor's degree in business administration or international development, or a related field required.	Essential	Application
Master's degree or equivalent professional qualification in Business Administration, International Development, or a related area.	Desired	Application
Experience & Knowledge:		
Proven experience in a leadership role within the non-profit sector, preferably in an international context.	Essential	Application and Interview
Experience in overseeing programmatic and income generation activities, demonstrating the ability to integrate these functions effectively.	Essential	Application and Interview
Proven experience in successfully raising funds from diverse income streams such as grants, donations, sponsorships, events, and partnerships.	Essential	Application and Interview
Knowledge of good practices in operational management, financial planning, and strategic development.	Essential	Application and Interview
Experience in managing diverse teams and complex projects across multiple countries and contexts.	Essential	Application and Interview
Proven financial management skills, including budgeting, forecasting, and reporting.	Essential	Application and Interview
Proven experience in risk management and compliance within an international NGO setting.	Desirable	Application and Interview
Proven experience in change management and driving organisational development initiatives.	Essential	Application and Interview
Skills & Abilities:		
Proven leadership and people management skills	Essential	Application and Interview
Strong analytical, strategic thinking, and planning skills.		
Excellent communication and interpersonal skills, with the ability to engage a wide range of stakeholders.	Essential	Application and Interview
Strong project management skills	Essential	Application and Interview
Competence in IT and digital tools	Essential	Application and Interview
Fluency in a second language relevant to the organisation's operational regions (Arabic, Urdu Bengali)	Desirable	Application and Interview
Proven negotiation and conflict resolution skills	Essential	Application and Interview

		Interview
Ability to travel extensively on short notice to all Muslim Aid's Field Offices in the region	Essential	Application and Interview
Ability to motivate and support peers in a multifunctional environment.	Essential	Application and Interview
Commitments:		
Commitment to Muslim Aid's mission, visions and values	Essential	
Commitment to Muslim Aid's ethos	Essential	
Commitment to equality of opportunity, diversity and inclusion	Essential	
Commitment to Muslim Aid's Global Safeguarding Policy	Essential	

You will display the competencies below:	
Competencies	Definition
Team working	Co-operates with and respect colleagues to exceed up and beyond individual efforts.
Communication	The ability to listen, express and communicate information effectively.
Performance Management	Delivery of organisation objectives through effective setting of SMART personal goals and team goals.
Results Focused	Getting the job done in an efficient way through effective time, task and financial management.
Leadership	Inspiring, supporting and developing others to achieve outstanding levels of performance.
Innovation & Continuous Improvement	Constantly seeking to improve the way business is done through analysis, creativity, problem solving and change initiatives.

Please signify your acceptance of this job description by signing below and returning a copy to HR					
Employee Signature:		Employee Name:		Date:	
Line Manager Signature:		Line Manager Name:		Date:	