



OCT 1, 2023

Position: Chief Operating Officer
Organization: Max Foundation Bangladesh
Location: Dhaka
Hours per week: 40 hours (full time)
Date: October 2023

About Max Foundation

Max Foundation is an international nonprofit organisation working towards a healthy start in life for every child. Our operations extend to vulnerable communities across the globe, with a current focus on Bangladesh and Ethiopia, and ambitions to expand our presence in sub-Saharan Africa.

Our programmes serve as a ‘design lab’ crafting, evidencing, and scaling innovative solutions in safe water, sanitation, and hygiene (WASH), food & nutrition security and maternal health, with the ultimate goal of improved child health. Max Foundation mobilises every player in the system to actively participate in driving lasting change which maximises the impact on child health. This approach is contextualised and rooted in collaboration, with a perpetual spirit of learning, unafraid to adapt when our data, insights, and experiences indicate more efficient pathways towards affording every child the opportunity to not only survive but thrive.

Fulfilling this vision requires a workforce that not only possesses the right mix of competencies to deliver on strategic priorities, but one that is also able to adapt to ever-evolving development demands. Equally, MF must ensure that its systems, work processes and structures are supportive and that it creates a working environment that enables all staff to contribute to their full potential, to deliver on organizational priorities.

Max Foundation Bangladesh (MFBD)

Over the past 12 years Max Foundation Bangladesh has evolved into a full-fledged NGO with 28 staff managed by a visionary and highly committed director and a strong senior management team. To further strengthen and grow the Max Foundation Bangladesh organization and to transition MFBD into a future proof organization with sustainable organizational performance and enhanced capabilities, MF has restructured MFBD and its MF’s senior management team to put the right people in the right roles to create long-term value for MF and its stakeholders.

The position

The COO is responsible for MFBD's day to day operational, programmatic, and financial management and implementation in cooperation with local and international partners. The COO reports directly to the Co-CEO in the Netherlands and forms together with the MFBD CEO the two-headed management team of Max Foundation Bangladesh. Both C-suite level positions report to the Co-CEO/Director Programmes & Operations of Max Foundation Netherlands.

Schedule of Delegated Authority

The COO will have the decision-making authority in line with MFBD's Schedule of Delegated Authority.

COO's core responsibilities

- The COO has supervisory and managerial responsibility over the finance, program management, operations, legal and HR related staff members and is responsible for implementing systems, policies and procedures for MFBD's operations in Bangladesh.
- The COO will ensure that current projects are implemented with high-quality, well-documented, cost-effective, and aligned with Max Foundations policies, strategies and donor requirements.
- The COO is responsible for financial oversight and compliance, staff security, human resource management and procurement.
- The COO will oversee operations and effective recruiting, onboarding, professional development, performance management and retention for building a highly inclusive team.
- Together with the CEO and MF Netherlands team, the COO will ensure there is a progressive organizational culture where team members can thrive, and organizational goals are met.
- Establish and maintain strong relationships with donors, implementing partners, governments and other stakeholders, contributing to the implementation of **existing MFBD programmes**. The CEO is responsible for developing new (donor) relationships as part of business development, research, innovation and lobby & advocacy.
- Ensure compliance with all contractual, legal, regulatory, and ethical obligations and standards related to the programs. Identify and mitigate potential risks and challenges that may affect the program operations and reputations.
- He/ She will monitor trends in modern development programming and program management methods. Will ensure compliance with national and local business regulations and take appropriate action when necessary.

Job requirements

1. Eligibility Criteria:

- DPost-graduate or professional degree or equivalent standard of education from a recognized university. **We are especially interested in hearing from candidates who have a degree from outside the country and can bring their unique perspectives and experiences to our team.**
- At least 10 years of operations and/or program management experience with international NGO, including at least eight years in senior management position.
- Demonstrated experience managing a program team with an annual portfolio of >2 million Euro
- Demonstrated experience setting up and managing HR, administration, procurement, logistics with NGOs or a business.
- Demonstrated understanding of supporting complex operations and programs in challenging environments.
- Qualified female candidates are especially encouraged to apply

2. Knowledge and Experience:

- Track record as senior manager of nationally and internationally diverse non-governmental organizations.
- Track record in building and strengthening a strong aspirational organizational culture.
- Leadership of organizations operating in changing global contexts.
- Sensitivity to issues relating to HR management, diversity, gender equity, and human rights internally and externally.
- Fluency in English and experience of working in a multi-lingual environment.

3. Competencies:

- Operational Management Skills
 - Exceptional management skills of people, finances and systems, with a proven capacity to motivate and lead multi-disciplinary management team to achieve organizational goals and implementation framework.
 - Team-building ability, the capacity to instill a culture that values measurable achievement, mutual support, and compliance with organizational processes.
 - A grasp of detail and an understanding of the operations of national and international development organizations.
 - An ability to make difficult decisions when required on organizational development, balanced by experience in constructive engagement with

staff on change management processes and their value to the organization.

- A facilitative approach that enables effective delivery with and through partner organizations.
 - Strong strategic thinking, analytical, problem-solving, decision-making, and planning skills.
 - Excellent leadership, communication, interpersonal, negotiation, presentation, and influencing skills.
- Representation Skills
 - Strong public-speaking and influencing skills.
 - Be the face of the company (together with the CEO) towards national and international stakeholders.
 - Presence, gravitas, humility, and empathy in dealing with partners and stakeholders from a variety of backgrounds.
 - Personal Attributes
 - Strong interpersonal skills.
 - Role model of ethical standards and integrity.
 - Familiarity and ease with a variety of cultures and comfort with diverse groups.
 - Strength of personality and robustness of intellect.
 - Sound judgement combined with humility and a focus on personal development and continued learning.
 - Passionate and committed to the organization's mission and values for working towards the better life of the children.

Salary and Other Benefits:

- Competitive salary and benefits
- Opportunity to work with a talented team of (inter)national professionals.
- Chance to make a positive impact on the underprivileged children of the country and world.

Location:

The COO will be located in Dhaka, Max Foundation Bangladesh office. He/ She will have to travel to the program implementation areas, as necessary.

Terms of appointment and performance expectations:

The performance-based approach the organization adopts in its programs applies also to its leadership. The anticipated initial term of appointment for the COO is for 1 year with the intention to extend the contract, which is strictly subject to performance against an agreed set of criteria through an annual review process.

The COO will be evaluated on the following criteria:

- ✓ The organization's financial performance
- ✓ The organization's programmatic performance
- ✓ The organization's compliance with all applicable laws and regulations
- ✓ The organization's reputation
- ✓ The organization's staff morale

Interested?

For more information about the position please contact Marjolijn Wilmink, Co-CEO Max Foundation Netherlands (Marjolijn@maxfoundation.nl).

If you are interested in this position, please send your resume and letter to Max Foundation HR officer Asana Alhassan (asana@maxfoundation.nl). We are looking to fill this position on a rolling basis, so we encourage you to apply as soon as possible.