**Title: Chief Operating Officer**

**Date: Open until filled**

**Reports to: Founder & CEO**

**Location: Los Angeles, California**

**Whole Child International (WCI) seeks a Chief Operations Officer (COO)**

Whole Child International’s mission is to improve the quality of care for vulnerable children. Our systems-based, comprehensive program prioritizes the social-emotional well-being of children in orphanages, limited-resource childcare centers, foster care, and kinship care. Working in partnership with Duke’s Global Health Institute and the University of Southern California School of Social Work, we provide knowledge, skills, and tools to local universities, social workers, center directors, government ministry employees, and other stakeholders to make sustainable change across the system of care.

In 2017, after 13 years of program development and rigorous evaluation in a highly underserved area of global development, Whole Child secured a $3 million unrestricted gift to fund our next phase of growth. We are beginning a five-year phase of careful programmatic and geographic expansion.

Led by Ashoka Fellow Karen Spencer, globally recognized for filling a gap in solutions for care for vulnerable children, Whole Child International is an entrepreneurial and innovative NGO that is providing much-needed tools, data, and insights to the world community in an important and emerging growth field in international development. Consider joining our diverse team committed to impacting the lives of many.

**POSITION OVERVIEW**

Reporting to the founder and chief executive officer, the ideal candidate is a competent and dynamic leader who will be expected to direct and provide considerable administrative leadership and continued operations for a global organization with programs and staff located in multiple countries.

The COO is a critical position requiring exceptional leadership, strong financial and administrative management experience, and the ability to direct multiple business line operations internationally. Experience with government or public agencies is a requirement for this position. The successful candidate will have a deep functional expertise in the areas of operations and facility management, finance and accounting, international aid proposal development and reporting, information systems management, talent

management, and resource development. S/he will have a track record of significant managerial accomplishments, be a strategic thinker, be able to respond to crisis, have an ability to develop systems to accommodate growth, and be highly flexible and entrepreneurial in dealing with the challenges of delivering high-quality services.

Excellent negotiation and communication skills and interpersonal skills are critical. This individual must be able to work closely with the founder and CEO, staff, and board to promote an open, inclusive environment that emphasizes cooperation.

# **Duties and Responsibilities**

**Financial Management**

* Provides overall financial management and administrative leadership to ensure that WCI achieves its purpose cost-effectivly while in compliance with all global, federal, state, and local statutes, rules and regulations
  + Develops and maintains system of financial and operational controls
  + Develops and leads strong financial organization, specifically:
    - Financial planning, budgeting and reporting, including board and external reporting and audit compliance
    - Accounting systems
    - Contracts management and procurement
    - Ensures compliance with all funder, donor, legal, and regulatory requirements
    - Develops and manages sets of timely, transparent, and relevant financial reporting for internal staff and board

**Systems/Information Management**

* Oversees development and management of information technology systems and databases to collect and track relevant data on operations and finance
  + Establishes and maintains data reporting processes for founder and CEO
  + Financial tracking of revenues, expenditures, cash flow, capital, and investments
  + Government transactions and development
  + Develops additional key systems of data collection to track performance measures

**Strategy & Talent Management**

* Develop and oversee talent and people operations of WCI including:
  + Recruitment, hiring, and compensation
  + Benefits administration and oversight
  + Professional training and development, including on-boarding
  + Performance management, including structuring goal-setting and performance reviews
  + Retention strategies
  + Regulatory oversight and legal compliance in multiple countries
* Lead and train managers across the organization
* Participate in strategic planning and board management

**Qualifications and Requirements**

* Ten years’ experience and a proven track record of operational leadership and excellence in managing a global NGO
* Proven track record in managing financial operations, including financial planning, reporting, auditing, and maintaining sufficient financial controls
* Knowledge and experience with developing and upholding operational controls, international regulatory requirements, and compliance
* Experience with business development
* Knowledge of and experience with overseeing the development and maintenance of database, information systems, and reporting
* Strong leadership skills with a philosophy and style that encourages creativity, growth, collaboration, problem solving, open communication, and accountability
* Ability to think strategically and creatively; proven skills in negotiating and managing complex contracts, preferably in government or highly regulated environment; track record of strong partnering with a board of directors
* Ability to motivate others and instill a positive work ethic; organizational acumen to design, develop, and manage a highly effective organization
* Excellent written and verbal communication skills
* Advanced degree preferred

**Application Instructions**

Applicants should email a cover letter with resume attached to WholechildCOO@wholechild.org. Please include “ Your Name and Whole Child COO” in the subject line of the email. Emails only please.