



HAD | Humanitarian
Academy for
Development

OPERATIONS DIRECTOR

ABOUT US

Established in 2013 as the Leadership and Development arm of Islamic Relief Worldwide, the Humanitarian Academy for Development (HAD) is now a centre of excellence serving the Leadership, Research and Talent Development needs of the humanitarian sector.

We work with Charities, NGOs, CSOs, academic institutions and other like-minded individuals and organisations to critically examine experiences from the field and impart this knowledge through training and research.

AREAS OF OPERATION

- **Learning & Development:** developing capabilities through training programmes for any sector
- **Research & Development:** industry leading humanitarian research and development
- **Talent Development:** internships in the humanitarian and development sector

OUR MISSION

Our mission is to enhance the knowledge and skills of the humanitarian sector through capacity building, applied research and leadership development.

OUR AIM

- To satisfy the capacity building, knowledge generation and leadership development needs of the Humanitarian Sector.
- To be a leading global think-tank in the humanitarian sector, with a focus on the developing world.
- To develop and inspire better humanitarian approaches and solutions through real-world research and best practice that bridges the knowledge and skills gap.
- To prepare, educate and empower humanitarian actors and policy makers right across the aid sector, contributing to an overall improved impact.
- To be recognised as a leading authority on Islamic perspectives within humanitarian and development issues.
- To provide excellent training facilities and services to all our stakeholders, at competitive rates.

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 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

PURPOSE OF HAD

The Humanitarian Academy for Development (HAD) is an award-winning Strategic Business Unit developed in 2013 to enhance the knowledge and skills of the humanitarian sector through capacity building, applied research and leadership development. HAD's Learning and Development team has its origins in Islamic Relief (IR), the largest Muslim western NGO in the world. Islamic Relief has been serving humanity for 34 years. With an active presence in over 40 countries across the globe, we strive to make the world a better and fairer place for the three billion people still living in poverty.

While HAD was established to serve the development and research needs of the IR Family, HAD strives to train the wider NGO sector with the necessary knowledge, skills and experience to become the most effective organisations possible.

HAD is envisioned to be a hub where humanitarian and development theories and practice are studied, examined and developed. It will be a centre to train our team following the life-long learning approach the organisation adopted earlier and to develop the future leaders in the aid sector, not only individuals but entire organisations and future generations.

The Academy will foremost play a pivotal role in training of humanitarian practitioners at all levels, undertaking applied research and building theory, a base to stimulate our advocacy efforts and to lead in the areas of research aid and development from an Islamic perspective.

Operations Director

JOB DESCRIPTION

BASE LOCATION: Birmingham, UK

REPORTING TO: Managing Director

SALARY: £71,920 per annum

LINE MANAGEMENT RESPONSIBILITIES: Heads of Departments, Senior Managers, and Project Managers within HAD

JOB PURPOSE

Reporting to the Managing Director (MD), the Deputy MD / Operations Director (OD) will have overall operational responsibility for the Academy programs and will manage a group of departmental managers, project managers and admin staff.

As a Deputy MD / OD of the Academy, s/he will provide leadership to the Academy's operational planning process and will implement new programmatic strategic initiatives. In addition, the OD will provide coordination for the Academy's senior management team; Support MD in relation to liaising with IR Family partners; and to working with IRW's Board of Directors to keep them abreast of programmatic strategies and challenges.

Working in partnership with the MD, create the strategic three-year plan and implement new processes and approaches to achieve it.

The role will involve the facilitation of smooth and systematic communication and cooperation between the different parts of the IR family in order to realise the Academy's aims. The role will also support MD to strengthen the Academy's relations with the wider humanitarian development community.

KEY WORKING RELATIONSHIPS

- The position reports to the Managing Director and serves as a member of the senior management team of the Academy.
- Has regular contact with Board of Directors and IR family globally.
- Work closely with the MD to provide operational and strategic support with deliverables.
- Work closely with the Admin & Support manager for the smooth running of the HAD office and administration.
- Interaction with IR field offices and partners to offer direction and technical advice in the field of organisational capacity building, learning, research and development.
- Engagement with (non IR) stakeholders in the community and wider society

SCOPE AND AUTHORITY

- The scope of the role involves acting as the leader of the institution on and having significant influence in advancing the Academy's goals. This includes supporting MD in representation of the Academy at various forums and meetings.
- The Deputy MD / OD has executive authority over the academy staff, and operational approval authority for matters that have already been agreed.
- The role may also act as an experienced leader or expert with scope for input into the research and training content, hence contributing directly to the ideas and thought leadership agenda of the academy.

RESPONSIBILITY FOR RESOURCES

- The Deputy MD / OD will have responsibility for a significant part of the Academy's budget and will influence the overall budget of the Academy.

KEY ACCOUNTABILITIES

The job holder is accountable for fulfilling his or her roles and responsibilities in line with Islamic values and principles of excellence, sincerity, justice, compassion, custodianship and fair treatment of his/her colleagues and staff.

1. Operational Leadership and Implementing Academy Direction

Serve as the internal leader of the organisation:-

- To provide strategic organisational leadership, inspiration and guidance to ensure that the overall HAD objectives are set and achieved.
- Lead the performance management process that measures and evaluates progress against goals for the organisation.
- Provide for all staff a strong day-to-day leadership presence; bridge national and international operations and support an open-door policy among all staff.
- To support and strengthen HAD's relations with the wider humanitarian and development community to consolidate and develop the visibility and image of the Academy.
- To facilitate smooth and systematic communication and cooperation between the different parts of the IR family to ensure maximum impact of the Academy's work.
- To lead on the conceptualisation, development, implementation and regular review of the Academy's strategy, work plans, and systems to achieve the agreed divisional objectives.
- To lead, manage and develop the divisional staff in order to ensure that the work force is capable of fully achieving their agreed targets.

2. Program Leadership

- Coordinate the annual operations plan and budget
- Manage the recruitment of needed staff and appointing required external capacity in order to deliver the programs of the academy.
- Supporting MD in promoting academy programmes to partners and external organisations.
- Support program design and evaluation
- Preparing required reports for the MD

3. Supporting the MD & act as representative in MD's absence

- Provide executive leadership and a high degree of professionalism in supporting the MD on a wide variety of complex issues relating to the Academy's deliverables.
- Ensure all quarterly reports, agendas and other information is provided and is written, collated and communicated to the various levels of management.
- Where necessary representing the MD at meetings internally and externally in the MD's absence.
- Handling confidential sensitive information with a high level of integrity.

4. Management of Support Services and Administration

ADMINISTRATION AND HUMAN RESOURCES

Working with IRW's Human Resources & Finance :

- Ensuring all safeguarding procedures is in place and adhered to, including good recruitment practice.
- Ensuring all HR processes and systems are legal and compliant with HAD internal policies and are best-practice driven.
- Ensuring effective deployment of support staff to meet current and future needs of the Academy, and producing Annual Staffing Plans for approval.
- Advising on and arranging CPD strategy for all support staff within the Academy
- Supporting senior staff dealing with contract and personnel issues.
- Motivating and encouraging teamwork and good practice in order to achieve excellent standards of service delivery across the Academy
- Ensuring proper systems are in place to safeguard confidentiality and data protection.

5. To direct the recruitment, selection and motivation of its executive and management teams to head the various business processes required to support its core competencies.

- To develop appropriate JD, competencies & performance appraisal
- Recruit and induct new Direct reports
- Hold regular one-to-one and group meetings to support executive team and ensure they remain on track
- Regular assess and appraise executive team performance
- Agree & monitor individual staff development plans

6. Marketing & External Relationship Development

Working in close relation with Business Development and marketing's team to advance the business development side of the academy and maximising income from the academy's services by creating, implementing and measuring the success of:

- a comprehensive marketing, communications and public relations program that will enhance the Academy's image and position within the marketplace and the general public, and facilitate internal and external communications; and, all Organization marketing, communications and public relations activities and materials including publications, media relations, client acquisition and so forth.
- Identify potential institutions and corporations for funding the Academy's projects.
- Publicly represent the Academy with the media and external constituency groups including community, governmental, and private organisations and build excitement for the Academy's mission.
- Promote the Academy's work to IR Partners and other organisations and institutions.

7. Others

- To ensure and proactively promote and foster a culture in which Islamic principles, values and approaches which are adopted by IR are consistently respected, applied and complied within the delivery of the Academy's objectives and in the conduct of its employees.
- Responsible for maintaining own professional development.
- To comply with the organisation's policies and procedures in undertaking the above roles and responsibilities.
- Performing other related duties incidental to the work described herein. This requires a flexible approach to respond to any work requests from the MD sometimes at short notice.

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 HAD's vision, mission and values.

Knowledge and Skills

- Excellent knowledge and sound understanding of the voluntary INGO sector and the business support needs that flow from this. Knowledge/experience in managing an education or training environment is an advantage.
- Knowledge and experience of working in a multinational and multi-cultural organisation.
- High level of experience of staff management and coordination at all levels.
- Ability to guide staff development towards achieving key performance indicators and organisational strategy.
- Experience of developing and establishing strategies and work plans which help to deliver the wider organisational objectives.
- Demonstrates skills in networking which lead to positive relationships with external bodies.
- Demonstrates the flexibility and energy that is required for a high level of self-management and awareness
- Experience and knowledge of organisational development and its contribution to the organisational effectiveness.
- Fluent written and spoken English; a working knowledge of a second language is desirable.
- A willingness to work flexibly outside normal office hours in response to work demands.
- Willingness to travel around the world.

Qualifications

- Qualified to at least a Bachelors level (Masters, desirable) in Business Administration or related discipline. Other qualifications will be considered.
- Any professional or other qualification relevant to Deputy MD / OD role, as outlined above
- Working knowledge of Arabic will be a significant advantage. Knowledge of a European language particularly French or German will also be positively considered.

Key Personal Qualities

- Is committed to integrity and IR Values, upholding the highest standards in conduct.
- Strong emotional intelligence and resilience, and able to maintain composure - acting in a calm and measured way, in difficult situations.
- Has a positive demeanour and disposition, and able to overcome setbacks by motivating whilst others.
- Is highly flexible and able to adapt to changing situations and priorities.
- Has a learning attitude and a continuous improvement philosophy.