

POSITION DESCRIPTION

Position: International Programs' Global Operations Director
Category: Full-time position
Status: Exempt
Reports to: Director, International Programs
Location: Kansas City, MO

ABOUT WATER.ORG

663 million people – about one in ten – lack access to safe water. 2.4 billion people do not have access to a toilet. We are working every day to change this.

We are Water.org. We're here to bring water and sanitation to the world. We want to make it safe, accessible and cost-effective because we believe that water is the way to empowering a better life that we can all share in, worldwide. We are an international nonprofit organization based in Kansas City, Missouri that has positively transformed millions of lives around the world through access to safe water and sanitation. Founded by Gary White and Matt Damon, we have been pioneering innovative, sustainable solutions to the global water crisis for more than 25 years, giving women hope, children health and communities a future. Visit us to find out more at <http://water.org/>.

POSITION SUMMARY

The Operations Director represents a deputy leadership position within the International Programs (IP) team of Water.org. The position will be responsible for day-to-day execution and leadership of the organization's implementation activities within Water.org's priority geographies (except India, as mentioned below). Through strong leadership and operational management, s/he will improve the effectiveness and efficiency of the International Programs team. The Operations Director will oversee the department's planning, budgeting, and performance management activities and serve as a key contributor in those respective areas to ensure attainment of Water.org's key objectives. The position will also lead key initiatives which span across multiple geographies and/or functional areas of impact. Collaboration with various teams across Water.org focused on proposals, donor relations, and partnerships, as well as implementation, adoption, and enablement with stakeholders, will be key for this role to drive organizational performance and strategy.

KEY ACCOUNTABILITIES AND RESPONSIBILITIES

The Operations Director is a leadership position that is directly accountable and/or responsible for the successful execution of the activities listed below.

STRATEGIC AND OPERATIONAL PLANNING

20%

- Lead Water.org's global-level planning and execution activities in support of global and regional strategic plans.
- Lead development and monitoring/management of annual operating plans to achieve impact across our philanthropic activities and to deliver on country, regional, and global organizational priorities through supervision of regional teams and collaboration with cross-functional teams. Coordinate with India leadership team and US-based IP functional team leads on operational planning/execution of the organization's respective annual and country-specific plans.
- Develop and manage key elements of organization's annual budgets, particularly as they relate to restricted and New Ventures funding and expenditures.
- Develop agile approaches to resource new and emerging practice areas. Provide surge capacity to urgent departmental and/or regional objectives - which may also provide development opportunities to

more junior staff Support new opportunities and approaches to utilize philanthropic resources to cultivate and scale partnerships that can magnify long-term impact in our priority countries.

- Assist IP Director in reviewing/refining strategies and innovations for impact.

DEVELOP, SCALE, AND SUSTAIN PARTNERSHIPS FOR IMPACT

35%

- Oversee Water.org's development, execution, and sustained growth of partnerships and priorities for impact, especially those occurring across multiple geographies and elements within the IP team.
- Ensure adequate oversight of ongoing initiatives to ensure performance on spending, deliverables, and impact. Optimize IP team functions and processes to identify and resolve risks at an early stage and to seize opportunities as they arise. Explore, develop, implement, and manage overall strategy for scaling and sustaining WSS finance-based programs models, working in partnership with a variety of financial and non-financial practitioners across priority countries through philanthropic partnerships. Develop strategies and mechanisms for directly partnering and/or collaborating with these institutions in priority countries.
- Identify avenues for debt/equity investment, credit enhancements, and public/private investment partnerships among existing and new potential partners. Where feasible, collaborate with the WaterEquity team and/or outside investors to secure and/or deploy financial capital toward promising institutions.
- Oversee in-country efforts to galvanize productive changes in policies and investment practices that facilitate access to financing for water and sanitation solutions. Optimize integrated, collaborative planning and management processes with cross-functional teams relative to designing, executing, and reporting on complex multi-geographic and multi-dimensional programs.

INTERNATIONAL OFFICE LEADERSHIP

25%

- Ensure appropriate organizational representation, compliance, infrastructure, and best practices among Water.org's international offices; improve organizational alignment and integration when necessary.
- Develop a strategy for setting up local representative offices and entities for Water.org in countries with significant operations. Decide upon the need for such offices with respect to cost, compliance, projected level of activities, and estimated impact factors in consultation with regional team leads.
- Engage legal counsel to identify what types of legal entities will best achieve Water.org's mission in given countries. Oversee regional efforts to process all legal applications for establishing these entities including establishing a NGO or other type(s) of incorporation, opening bank accounts, hiring personnel, engaging accountants for audits, paying tax obligations, etc. in partnership with the Finance team.
- Oversee regional teams that manage international staff and/or contractors working in and/or with the international offices. Maintain adequate staffing levels across regional teams in accordance with budgets. Review business needs, resources, and outcomes for working groups, committees, and practice groups.
- In conjunction with the Human Resources and Finance teams, ensure that all international offices have adopted and are implementing operational policies, procedures, and practices that are consistent with organizational-level goals in these respective areas.
- Co-create and implement new services, processes, and systems within and across regional teams to enhance their abilities to deliver on the organization's strategy for collective impact. Assist India leadership as needed in organizing and ensuring compliance of India entities and offices; as well as coordinate with India leadership to maximize organizational strategy, planning, monitoring, and execution.

TALENT MANAGEMENT AND DEVELOPMENT

20%

- Provide direct supervision and guidance to Senior Regional Managers. Determine annual goals and objectives for regional teams.
- Handle on-boarding and job training activities for direct reports
- Provide mentorship to other IP team members

- Review and refine workforce engagement and communication strategies, especially those that impact the department's senior leadership roles in leading and managing change, in partnership with Human Resources as necessary.
- Ensure regular communication and alignment among International Programs team members – examples including ongoing team meetings with program staff, periodic team retreats in the U.S. and in international offices, and regular contributions to Water.org staff meetings and retreats
- Provide mentorship and guidance to program staff on a routine basis to affirm performance and assist with handling problems as needs or issues arise).
- Ensure performance is regularly evaluated across office settings among IP staff according to policies and procedures
- Identify promising areas for team and individual development across regional teams and execute plans to promote those areas in collaboration with Regional/Functional Team Managers, Country Directors, and the Human Resources team.)

SKILLS AND COMPETENCIES

- **Ensures Accountability** – Holding self and others accountable to meet commitments.
- **Action Oriented** – Taking on new opportunities and tough challenges with urgency, high energy, and enthusiasm.
- **Manages Ambiguity**– Operating effectively, even when things are not certain or the way forward is not clear.
- **Manages Complexity** – Making sense of complex, high quantity and sometimes contradictory information to effectively solve problems.
- **Business Insight** – Applying knowledge of business and the marketplace to advance the organization's goals.
- **Courage** – Stepping up to address difficult issues, saying what needs to be said.
- **Customer Focus** – Building strong customer relationships and delivering customer-centric solutions.
- **Decision Quality** - Making good and timely decisions that keep the organization moving forward.
- **Develops Talent** – Developing people to meet both their career goals and the organization's goals.
- **Drives Results** – Consistently achieving results, even under tough circumstances.
- **Drives Engagement** – Creating a climate where people are motivated to do their best to help the organization achieve its objectives.
- **Demonstrates Financial Stewardship** – Engages in fiscally responsible decision making on behalf of the organization
- **Nimble Learning** – Actively learning through experimentation when tackling new problems, using both successes and failures as learning fodder.
- **Instills Trust** – Gaining the confidence and trust of others through honesty, integrity, and authenticity.

QUALIFICATIONS

- Master's degree in related field required. Additional relevant certifications, trainings and coursework also considered and preferred.
- Minimum 12 years' experience in progressively responsible financial and/or operational leadership roles within a global entity. Blend of for-profit and not-for-profit experience a plus.
- At least 8 years of supervisory experience required
- Exceptional analytical and decision-making capabilities. Ability to quickly digest complex information and connect dots to determine future action. Data-driven and results oriented.
- Proven experience translating strategic vision into operational success, experience setting and measuring performance against targets within complex and evolving operational environment.
- Proven track record of building and developing high-performing teams across multiple geographies
- Demonstrated proficiency in facilitation and capacity building to ensure collaboration and linkages between staff, donors, partners and stakeholders
- Must be US citizen or permanent resident

TRAVEL REQUIREMENT

Willingness to travel up to 30% domestically and/or internationally.

SALARY/BENEFITS

This position offers full-time benefits, including medical/dental insurance, life and disability insurance, retirement program and periodic review for merit and incentive pay based on organizational and personal achievement. Salary will be based on education and experience, and will coincide with similar nonprofit organizations in international development.

APPLICATION INFORMATION

Please apply at <http://water.org/about/careers/>. Please title your attachments with lastname, firstname. Submissions will be reviewed as they are received.

PLEASE DO NOT CONTACT US FOR STATUS UPDATES

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