



The World Federation of KSIMC

Position: Chief Operating Officer (COO)

Job Specification:

The World Federation of KSIMC is looking for a dynamic and experienced leader to join the organization in the role of Chief Operating Officer (COO). You will be responsible for the global operations of the Charity, across geographical boundaries, and hold ultimate operational responsibilities across all functions. You must hold the highest morals and adhere to the ethos of the organisation, be a prudent manager and an inspiring leader, with an operational mind-set and able to see the “big picture” in a variety of settings. You will take actions to enhance operational efficiency while keeping the religious and ethical factors in perspective. You should have a proven track record for effective team management and results-driven leadership including the ability to manage time effectively and handle both internal and external conflicts. The role is based in our Offices in Harefield and Stanmore, London, UK. This is a leadership position within a global organisation with a wide geographical footprint; besides normal office hours, you should be available out of hours and be prepared to travel for conferences and meetings as required.

Salary: Competitive for a COO role (Dependent on experience)

Skills:

- **At least 10+ years of experience** running an organisation or business at a senior position.
- **To uphold the highest morals** and adhere to the ethos of the organisation.
- **Team management** and team player.
- Experience in **managing staff and volunteers** at all levels.
- **To embrace and drive changes.**
- **To operationalise and implement** the strategic vision of the World Federation.
- To be a **natural problem solver** and to have analytical abilities.

- To have good understanding of **UK charity laws, corporate finance** and performance management principles.
- Be familiar with diverse business functions such as **marketing, PR, finance**, etc.
- To have in-depth knowledge of **corporate governance** and general management best practices.
- To have **excellent report writing** capabilities.
- To have a track record in **donor management**, including tracking of donor funds and reporting on projects.
- To have the **political acumen** to deal with sensitivities of stakeholders and to navigate complex situations.
- Remain **calm under pressure** and deal with difficult situations in a pragmatic manner.
- To have an **entrepreneurial mind-set** with outstanding organizational and leadership skills.
- To have **excellent communication and public speaking** skills.
- **Fluency** in Gujarati, Urdu, Kutchi, Kiswahili or other cultural language is desirable, but not mandatory.
- **Cultural Intelligence:** Ability to work effectively across diverse cultures and complex global socio-political landscapes.
- **Emotional Intelligence (EQ):** High level of self-awareness and empathy to manage a global, multi-generational workforce.
- **Strategic Thinking:** Ability to translate the Board's long-term vision into actionable, multi-year operational roadmaps.
- **Digital Literacy:** Experience in overseeing digital transformation projects or implementing Enterprise Resource Planning (ERP) systems.

- **Data-Driven Decision Making:** Proficiency in using data analytics and Key Performance Indicators (KPIs) to drive performance.
- **Inclusive Leadership:** A commitment to fostering an inclusive work environment for both staff and volunteers at all levels.
- **Crisis Management:** Experience in business continuity planning and managing operational risks in high-risk geographic regions.
- **Safeguarding:** Knowledge of international safeguarding standards for protecting vulnerable populations served by the charity.
- All other **skill set** expected from a COO of leading charities and NGOs not covered above.

Responsibilities:

To deliver high quality packs, papers and plans that articulate the strategies, vision and objectives outlined by the Office Bearers.

To lead and motivate subordinates to advance employee engagement and develop a high performing team.

To oversee all operations and activities to ensure they produce the desired results and are consistent with the overall strategy and mission.

To facilitate and provide input to trustees and staff on the charity's donations and fundraising structures.

To implement and not compromise on adherence to legal and religious guidelines and in-house policies.

To review financial and non-financial reports to devise solutions or improvements.

To analyse problematic situations and occurrences and provide solutions to ensure the charity's survival and growth.

To maintain a deep knowledge of the charitable sector.

To develop a close rapport with all Heads/Coordinators of departments and mentor them.

To ensure regular catch up/meetings with staff to understand activities and targets that need to be achieved.

To be responsible for creating best in class narratives and reports for the SG and OBs to present at Conferences.

To formulate policies and planning recommendations to the OBs through the Secretary General.

To measure the efficiency of the organisation's operational processes and take steps to improve them.

To make recommendations, and support OBs during orientation and self-evaluation.

Reporting:

Reporting: Dual reporting to both the Secretary General and President of the World Federation

How to apply:

Email your CV with a covering letter highlighting how you meet the requirements of this role to Jobs@world-federation.org

Applications for this post will close on 15th February 2026.