



VACANCY ANNOUNCEMENT

CHIEF OPERATING OFFICER (COO)

Position: Full time.

Based in Istanbul with travel to southern Turkey and Jordan

March 2016.

VACANCY ANNOUNCEMENT # MR.06.16

TITLE: CHIEF OPERATING OFFICER

A. ABOUT MAYDAY RESCUE.

Mayday Rescue is an Istanbul-based non-profit with offices in Amsterdam, Dubai and Amman that provides training, equipment, capacity building, outreach, and advocacy services to grassroots emergency response organisations in communities entering, enduring, or emerging from conflict, instability and disaster. Mayday Rescue's core belief is that the most resilient communities are those able to help themselves.

Further information about Mayday can be found at www.Maydayrescue.org and by following @MaydayRescue on Twitter.

B. MAYDAY RESCUE AND THE WHITE HELMETS.

Our primary focus is the Batal (Hero) Programme; funded by a group of international donors consisting of the Governments of the United Kingdom, the Netherlands, Denmark, Germany and Japan, the Batal Programme provides support to The White Helmets (Syria Civil Defence), a volunteer civilian search-and-rescue organisation that saves lives and brings hope in Syria.

Since late 2012, volunteer groups have self-formed to respond to and recover from attacks against the Syrian civilian population. Since donor-funded training efforts started in early 2013, The White Helmets grown into a nation-wide organisation of over 2,850 personnel and 114 Civil Defence centres in 8 governorates serving a population of 6,100,000 Syrian civilians. To date, the White Helmets have rescued over 50,000 people within Syria. They have been nominated for the Nobel Peace Prize twice, and are recipients of multiple international awards and accolades. They feature routinely in the local, regional and international media. Further information about Syria Civil Defence can be found at www.Syriacivildefense.org and by following @SyriaCivilDef.

C. SCOPE OF WORK: CHIEF OPERATING OFFICER.

The Chief Operating Officer (COO) will be responsible for daily operational delivery of Mayday's multiple accountable grant agreements (AGA's), grants, and contracts and an annual operating budget of US\$35,000,000. The COO

will inspire and lead an international multi-cultural team of 30 staff, distributed among three operating locations.

S/he will occupy the second most senior position in Mayday and following an induction period, will assume full operational and financial responsibility for delivery. S/he will be expected to exemplify the values of Mayday Rescue, to lead by example and to inspire those around her (or him).

S/he will strive for continual improvement, have exceptionally high standards of professionalism and integrity, and have a burning desire to make a positive and lasting impact on communities in conflict.

S/he will be able to distil highly complex and rapidly changing information on political, social and geographic conditions and possess the mental agility to apply these insights to the programmes. S/he will be a talented communicator, able to form effective relationships with White Helmets volunteers, donor representatives and visiting high profile delegations.

D. RESPONSIBILITIES INCLUDE:

LEAD.

- Lead the implementation of Mayday Rescue operations, with full financial and operational responsibility.
- Provide dynamic, operational leadership and direction for the organisation.

DELIVER.

- Be responsible for meeting the targets and objectives set out in the accountable grant agreements; for developing tracking mechanisms; for reporting routinely to the Director and to donor governments; and for keeping the organization informed and focused.
- Ensure activities are implemented to high standards, on time and to budget.
- Develop and maintain effective relationships with stakeholders including donors, the leadership of the White Helmets organization and other Mayday partners.

CREATE & INNOVATE.

- Constantly strive to identify better ways to deliver value to beneficiaries and donor governments.

E. COMPETENCIES¹.

QUALIFICATIONS AND SKILLS

- **Be passionate** about making a difference and be committed to principles of do-no-harm and conflict sensitivity;
- **Masters degree in business administration**, international development or similar discipline;

GENERAL PROFESSIONAL EXPERIENCE

- Strong competency in **budgeting** (including the development, review and approval of budgets) and **project management**.
- Strong **analytical and critical thinking skills**, a desire to learn, and resourcefulness necessary.
- Strong **interpersonal skills** are necessary; you will be working with war-zone search-and-rescue volunteers — a sense of humour, flexibility and patience required.
- Exceptional **verbal and written** communications skills.

SPECIFIC PROFESSIONAL EXPERIENCE

- At least ten (10) years of relevant experience in progressively responsible operational and management positions.
- At least three years' experience living/working in the Middle East/North Africa region; candidates from the Middle East are encouraged to apply.
- Experience of working in a senior position in an emergency and/or development co-operation context in a conflict, post-conflict or fragile state.

¹ Competencies are intended as a general guide for applicants. Highly motivated candidates with unique or remarkable experiences that do not map against the competencies are encouraged to apply.

- At least 6 years of experience and a proven track record in setting up and leading the implementation of major, donor-financed emergency, stabilisation and/or development programmes.
- A developed understanding of and/or professional experience working on the Syria conflict will be advantageous.
- Excellent spoken and written Arabic will be a considerable advantage.

F. COMPENSATION.

Compensation includes highly competitive remuneration, health insurance and thirty (30) days of annual leave.

G. PERIOD OF ENGAGEMENT.

The initial period of engagement is two (2) years, subject to the availability of funding, and may be renewed by mutual agreement at the end of that period.

H. EQUAL OPPORTUNITY.

Mayday Rescue is an equal opportunity employer. Female candidates, and particularly those seeking to re-enter the workforce after maternity or a career break are strongly encouraged to apply.

APPLICATION INSTRUCTIONS.

If you are interested in applying, please email a CV and cover letter to Mary di Salvatore at Mary@Maydayrescue.org. The cover letter is to include **why** you are interested in this position and how your skills and experiences can accomplish the objective. Shortlisted applicants will be asked to participate in a skype interview in order to develop a final interview list, that will involve candidates spending several days at the Istanbul office. Please include **Chief Operating Officer** in the subject line. Please be advised that only shortlisted applicants will be contacted for an interview.

Closing date: Applications will continue to be received until the position is filled. **Interviews will be conducted on a rolling basis as applications are received.**

Appendix 1: THE MAYDAY WAY.

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THE MAYDAY WAY

This note sets out our values and the ‘Mayday Way’ of doing things—the approach that needs to be reflected every day and in every interaction with colleagues, beneficiaries and donors. Living these values is what will set us apart and maintain the culture that we have developed. We want Mayday to be something great, to contribute to a better and safer world, to make a sustainable difference and to be proud of what we do.

I. THE MAYDAY MISSION:

SAVING LIVES. STRENGTHENING COMMUNITIES.

Our core belief is that the most resilient communities are those that are able to help themselves.

Working on a not-for-profit basis, we partner with communities that are entering, enduring, or emerging from conflict or natural disasters by providing training and equipment, advocacy and outreach, and organisational capacity building for grassroots emergency response groups at the local, regional and national levels.

II. OUR VALUES.

Saving lives

We are dedicated above all else to saving lives, whoever they may belong to. We strive for impartiality in our efforts and encourage our beneficiaries to do the same.

Strengthening communities

We believe that the most resilient communities are those that are able to help themselves, which is why we put community empowerment at the forefront of our efforts.

Building grassroots organisations

Emergency first responders enjoy the highest levels of public trust around the world. Grassroots rescue organisations have legitimacy and support from the communities they serve, and when crises strike, they are first on the scene because they are already there.

Strategic approach to complex environments

Mayday works in the most complex environments in the world. Through genuine partnership with our beneficiaries, Mayday designs and delivers interventions based on a developed understanding of the local context. In line with best practice, our proven project cycle starts with assessment and design and continues through delivery and monitoring to continuous evaluation and learning.

Internationalism

Mayday is an international organisation that works on a not-for-profit basis from offices in Turkey, Jordan and Dubai. Our staff members hail from twelve countries (and counting). We have successfully implemented projects for the governments of the UK, Denmark, Netherlands, and Japan. We partner closely with the Turkish international search and rescue NGO AKUT, and work with the full spectrum of international actors from the United Nations Security Council to individual citizens.

Transparency

Earning and retaining the trust of beneficiaries, the general public, donors, and the media is critical to our efforts. To achieve this, we strive to be collaborative, open, and transparent in our delivery and operations.

Sustainability

We aim to build organisations that can grow to no longer need us. Beyond training and equipping, we mentor trainers and leaders to enable them to be operationally and financially sustainable.

Integrity

We do what we believe to be right, driven not by popularity or the prospect of funding, but by our core values.

Selfless service

People, not profit, are at the core of Mayday's mission. We're here because we believe in what we're doing.

III. OUR CULTURE.

1. What will save more lives? The bottom line at Mayday Rescue isn't measured in money – it's measured by a single metric: what will save more lives? When we need to make decisions – whether small or large - we should use this question to act as our compass.

2. Not-for-profit. That means that any money over and above what it costs to deliver services gets fed back into the business, not taken out as 'profit'. We are expected to account for every single pound, dollar or euro that we are provided with and we are responsible to donors for how we spend it, so

that the money we are entrusted with can be channelled towards the beneficiaries that we work with.

3. Mayday is an **international company** that consists of many diverse nationalities, cultures, languages and customs. We celebrate this diversity and we need to be mindful of the differences that exist between cultures – not to say that there is a right and wrong way of doing things, but to adjust our own upbringing and background and to be aware of others.

4. In a small organisation there are no such things as defined roles and there are times where everyone has to **take charge and exhibit leadership**. The culture needs to be one of *'I'll take that on'* when there are things that need to be done, rather than assuming that others will do it, or rather hoping that they do.

5. In Mayday, we want to provide opportunities for **learning**. This can be finance, communications, operations, logistics, or training, but we all need to understand better the inner workings of the functional areas that are needed to make the company work and what we are teaching to beneficiaries.

James Le Mesurier