

Chief Operations Officer

Based in Geneva, Switzerland

(Reference: 25|HQ|COO1)

What is IMPACT Initiatives?

OUR AIM: IMPACT aims to shape practices and influence policies in humanitarian and development settings, in order to positively impact the lives of people and their communities.

Created in 2010, IMPACT is a Geneva-based NGO and the largest independent data provider in contexts of crisis. We aim to support a range of stakeholders in making better, more informed decisions in humanitarian, stabilisation, and development settings. We believe that a key pathway to better planning and decision-making is direct engagement

How do we work?

IMPACT takes an initiative-based approach to structuring our programming. Each initiative has a specific aim, operational model, and portfolio of solutions.

REACH strengthens evidence-based humanitarian decision-making through efficient data collection, management, and analysis - before, during, and after an emergency.

PANDA improves the impact of humanitarian and development interventions through programme design, assessments, and monitoring & evaluation.

AGORA promotes localised and multi-sectoral aid action in support of the recovery and stabilisation of crisis-affected communities, in partnership with local stakeholders

Through our global team of research specialists, on average IMPACT publishes more than 1,700 information products on a yearly basis.

In 2010, IMPACT was launched at the initiative of ACTED, an international NGO whose headquarters are based in Paris and is present in thirty countries. The two organizations have a strong complementarity formalized in a global partnership, which particularly allows IMPACT to benefit from ACTED's operational support in its fields of intervention.

We are currently looking for a Chief Operations Officer to join our team in Geneva

Position	Chief Operations Officer
Contract duration	Open-ended
Starting Date	15 June 2025
Location	Geneva, Switzerland

POSITION PROFILE

As a core member of IMPACT's leadership team, the Chief Operations Officer (COO) will spearhead a new exciting phase of organizational development.

The COO will guide IMPACT's next chapter by leading the organization's support functions – including finance, human resources, grants, projects and partnerships, logistics, travel, audit, transparency and compliance, IS and IT – while fostering a culture of collaboration and shared vision. S/He will oversee operations at both global and country levels, ensuring that IMPACT's objectives are met efficiently, driving transformative solutions, strengthening partnerships with ACTED and other key stakeholders, and promoting the efficient use of resources to maximize impact.

The COO will develop and implement systems to identify and mitigate risks at all levels, from individual projects to the broader organizational strategy. By nurturing leadership across teams and driving continuous improvement of processes, the COO will play a pivotal role in enhancing IMPACT's effectiveness and sustainability.

Reporting directly to the CEO, the COO will ensure agile decision-making and strategic alignment, keeping the CEO regularly updated and flagging key concerns and opportunities early during this dynamic period of transformation and innovation.

RESPONSIBILITIES

The COO's responsibilities will include: The Chief Operations Officer's responsibilities include the following:

1. **As a core member of IMPACT's leadership team**, contribute to strategic reflections and discussions while driving required organizational change.
2. **Oversee the implementation of operational aspects of the organizational strategic plan, ensuring alignment with overall objectives and priorities.** The COO supports and holds accountable managers under her/his responsibility for the implementation of their operational strategies. S/He centralizes strategy progress, achievements and lessons learnt, regularly updating the CEO and consulting him on identified issues of concern or opportunity.

3. **Provide direct oversight of IMPACT's operations at global and country levels**, and coordinates with key operational partners, including ACTED but also other hosts and downstream partners. The COO oversees and supports the effective implementation of operations at regional and country levels. This includes providing guidance, monitoring performance, and ensuring alignment with overall organizational objectives.
4. **Develop and implement IMPACT operational models**, including the establishment and oversight of country and multi-country offices. This involves defining the structure, processes, and resources required for effective operations at regional level.
5. **Act as the security focal point for country missions**, monitoring security developments, communicating and coordinating with IMPACT Country Representatives/ Coordinators, and managing security incidents and crises in close collaboration with our partner ACTED.
6. **Ensure definition, implementation, and continuous improvement of IMPACT's processes and procedures**. The COO ensures that IMPACT has a body of processes and procedures that promote effectiveness, efficiency, quality control and compliance with legal and donor requirements. S/He ensures that IMPACT's operations are compliant with the required legal frameworks. S/He supports and holds into account managers/teams under his/her responsibility for their implementation and continuous improvement.
7. **Identify, mitigate and address risks**. The COO develops and implements systems to identify risks at global, department, country and project level. S/He works with the managers to ensure that these are tracked regularly, and that appropriate mitigation strategies and responses are actioned, zooming in directly for key risks. The COO keeps the CEO updated on a regular and ad hoc basis on strategic and critical risks, as far in advance as possible, facilitating the direct implication of the CEO when required and relevant.
8. **Provide direct oversight and resolution of key risks and challenges when required**. The COO directly steps in to mitigate risk and resolves issues when needed, at department and inter-department level, field or HQ. S/He understands, focuses on and manages key challenges, risks and organizational change directly when required.
9. **Promote and ensure coordination, communication and learning across the organization**. The COO promotes coordination and communication across various departments, hierarchies and geographies of the organization. In coordination with the CEO, and the Senior Management Team, s/he promotes a culture akin to the Learning organization.
10. **Promote efficient and effective use of resources throughout the organization**. This includes financial resources, human resources, partnerships, products and intellectual property, etc.
11. **Identify and nurture leadership and management throughout the organization**.

REQUIREMENTS

Years of work experience: At least 15 years of proven experience and progressive managerial responsibilities in operations.

Work experience: Previous successful experience as COO/equivalent or overseeing multiple support departments at organizational level. This has to include familiarity with finance, grants management and HR.

Management experience: Previous successful senior management experience in international not-for-profit entity, in the field and at head office. Previous experience in management in organization also producing research preferred.

External engagement: Proven experience in nurturing, coordinating and operationalizing partnerships with other actors.

Experience in managing organizational change: Proven experience in leading crosscutting organizational change dossiers.

Experience in managing risks: Proven experience in risk identification and mitigation, and in problem resolution.

Travel: Ability to travel regularly, including in challenging contexts.

Level of independence: A self-starter with a proven ability to work independently.

Cross-cultural work environment: Ability to operate in a cross-cultural environment requiring flexibility.

Academic qualifications: Excellent academic qualifications, preferably including a University degree in a relevant discipline.

Language skills: Fluency in English and French required.

CONDITIONS

- Salary according to IMPACT's salary grid.
- Insurance covering professional and non-professional accidents throughout the period of employment with IMPACT.
- Health insurance, life insurance and repatriation assistance in case of field visits/temporary deployments.

- Applicants must hold a valid work permit for Switzerland or be EU/EFTA citizens.
- Up to 40% of remote work on a weekly basis.