

CHIEF OPERATING OFFICER

JOB DETAILS

LOCATION: Any location where Oxfam has an office and can establish a contract of employment, Global South preferred.

CONTRACT TYPE: Fixed term (4-Years)

INTERNAL JOB

GRADE: A1

DEPARTMENT and TEAM

Care and Core Operations Hub

SALARY: In line with Oxfam Salary scales and Benefits

HOURS (FTE): Full Time

FLEXIBLE WORKING

Flexible working is central to our future model, and we are open to arrangements that work for you.

COMMITMENT TO DIVERSITY AND INCLUSION

We are firmly committed to advancing diversity and achieving gender equality across our organization.

DEPARTMENT PURPOSE

The Care and Core Operations Hub unites the essential functions that keep our organization strong, connected, and resilient. It brings together IT and Digital Services, Finance, People and Culture, Wellbeing, Integrity (Safeguarding, Legal, Risk, Fraud and Corruption, and Ethics), and Program Support and Accountability to provide the foundation that enables our mission.

Moving beyond a traditional “people, process, technology” model, the Hub is grounded in systems, people, and principles. We believe resilient infrastructure must be both values and value-driven and people-centered to deliver lasting impact.

TEAM PURPOSE

The team exists to enable and support the wider organisation—upholding integrity, enabling delivery, strengthening culture, and ensuring our systems reflect not only what we do, but how we do it, in line with our decolonial and feminist values.

JOB PURPOSE:

The Chief Operating Officer (COO) of Oxfam International is responsible for leading and managing the strategic and day-to-day operations of the OI Secretariat and supporting countries and regions (in partnership with the OI leadership) in alignment with the OIS vision and overall Oxfam strategy. The role drives effective operational management and change delivery to ensure the Secretariat is fit for purpose and able to optimise its contribution to Oxfam’s Global Strategic Framework and the Oxfam Confederation. The COO also provides leadership and convening across Oxfam to shape Confederation-wide business support functions and systems that enhance effectiveness and efficiency. Working closely with and through affiliates, confederation leaders, and staff, the COO will play a key role in translating Oxfam’s agreed transformation direction into practical operating arrangements, helping to simplify systems and strengthen shared discipline. The position also supports the oversight and allocation of financial and human resources to fulfil the Secretariat’s mandate, ensures adequate support to affiliates and regional and country programs to strengthen core capacities, and promotes the well-being of staff and partners through people-centred safeguarding and human resource policies and practices.

ROLE REPORTS TO	Oxfam International Executive Director
ROLES REPORTING TO THIS POST	Business Support Officer Strategic Business Lead – Integrity Strategic Business Lead – IT Strategic Business Lead – Program Operations support, Integration and Accountability Chief Financial Officer Strategic Business Lead – People, Culture and Wellbeing
Key relationships/interactions	OI Leadership Collective Affiliate COOs Regional and Country Directors. Regional Business Managers Executive Directors Forum OI Board- Finance, Risk and Audit Committee
BUDGET RESPONSIBILITY	Yes

KEY RESPONSIBILITIES (Technical, Leadership, Behavioral, People, and Resource management)

Leading and Managing the Secretariat, Countries and Regions, and Operational functions

- Provide support for the Leadership Collective to assist the OI Executive Director.
- Lead executive interface for operations with the Board and Finance, Risk and Audit Committee (FRAC), ensuring high-quality governance oversight of financial performance, risk management, compliance, and long-term sustainability. Provide strategic analysis, scenario modelling, and assurance reporting to support informed decision-making and fiduciary stewardship across the confederation.
- Shape and develop the Secretariat operations functions (structure, capability, ways of working, outsourcing) to deliver a high-performing hub.
- Lead operational transformation and ensure the Secretariat reflects Oxfam's global balance commitments.
- Co-leads OIS operational planning and budgeting processes
- Build a more sustainable, accountable and coherent operating base at a time of real financial and organisational pressure
- Manage and develop direct reports to deliver agreed objectives.

Leading on Confederation Effectiveness and Efficiency

- Build strong operational and strategic linkages with affiliates, countries, and regions to support change implementation across the Confederation.
- Provide leadership to operationalise Oxfam-wide systems and business support functions.
- Ensure the Confederation has a financial strategy and model aligned with the Global Strategic Framework and Model 2030.
- Strengthen confederation coherence and execution by building strategic and operational alignment across affiliates, regions, and country platforms to enable coordinated implementation of change priorities.
- Lead the operationalisation of Oxfam-wide systems and shared business services, driving standardisation, efficiency, and collective value within a distributed confederation model.
- Shape and steward the Confederation's financial strategy and funding architecture, ensuring alignment with the Global Strategic Framework and Model 2030 and supporting long-term financial sustainability.
- Support and lead the Investment and Solidarity Fund Committees of the Oxfam Investment Fund (OIF), overseeing capital allocation, risk assessment, and solidarity-based investment decisions to strengthen confederation resilience.
- Co-chair the Finance and Income Forum and the Safeguarding and Culture Forum, enabling cross-affiliate alignment on financial sustainability, income diversification, safeguarding standards, and organisational culture priorities.

PERSON SPECIFICATION

Most importantly, every individual at Oxfam International Secretariat needs to be able to:

- **Live our values of Empowerment, Inclusiveness, Accountability, Equality, Solidarity and Courage.**
- **Ensure you commit to our ORGANIZATIONAL ATTRIBUTES (including adhering to the Code of Conduct):**

1. Be committed to our [feminist principles](#), and to applying them in your day-to-day behaviour and your work. Be ready to keep learning, with accountability to those who experience oppression as a result of their identities, such as their gender, race/ethnicity, disability, class, or LGBTQIA identity."

2. Be committed to undertaking Oxfam's safeguarding training and adhering to relevant policies, to ensure all people who come into Oxfam are as safe as possible.

EXPERIENCE, KNOWLEDGE & COMPETENCIES

Essential

- Demonstrable strategic and creative leadership, management, convening and coordination skills in a network setting.
- Experience of cross-functional management including international operations and support functions.
- Experience planning, sponsoring and/or managing major projects.
- Persuasive influencing, facilitation, negotiation and conflict mediation skills.
- Strong organisational and people management skills to build and support high-performing teams.
- Proven financial management experience.
- Excellent written and verbal communication; fluency in English essential.
- Effective problem-solving skills and ability to shape organisational designs and processes.

Desirable

- Working knowledge of French, Arabic or Spanish.
- Advanced understanding of management roles in small and large organisations.
- Senior leadership experience delivering through others to develop high-performing organisations.
- Experience designing and managing major organisational change programmes.
- Experience promoting culture change, safeguarding, diversity and inclusion.

Attitudes and Values (Essential)

- High self-awareness and role-model feminist leadership.
- Demonstrable commitment to empowering communities in the Global South.
- Sensitivity to gender, ethnic and cultural identities and related dynamics.
- Commitment to safeguarding policies, child safety and staff health and wellbeing principles.

SAFER RECRUITMENT: Oxfam is committed to preventing any type of unwanted behavior at work including sexual harassment, exploitation and abuse, lack of integrity and financial misconduct; and promoting the welfare of children, young people and adults. Oxfam expects all staff and volunteers to share this commitment through our code of conduct. We place a high priority on ensuring that only those who share and demonstrate our values are recruited to work for us. Offers of employment will be subject to satisfactory references and appropriate screening checks, which can include criminal records and terrorism finance checks.