



Job Title	Director of Operations
Classification Level	E1
Organisation	ICVA
Location	Geneva
Immediate Supervisor	Executive Director
Work rate	80%-100%

I. About ICVA

The International Council of Voluntary Agencies (ICVA) stands as a global network of non-governmental organisations (NGOs) united in their commitment to enhancing the effectiveness of humanitarian action worldwide. With a rich history spanning decades, ICVA serves as a pivotal platform for collaboration, advocacy, and knowledge exchange among diverse NGOs operating in the humanitarian space.

At the heart of ICVA's mission lies a steadfast dedication to advocating for the rights and needs of affected populations, fostering collaboration among NGOs, and promoting accountability and inclusivity in humanitarian efforts. Through strategic initiatives, capacity-building programmes, and advocacy campaigns, ICVA strives to amplify the voices of its members and drive positive change in humanitarian policy and practice.

Operating at the intersection of policy, practice, and partnership, ICVA plays a vital role in shaping the humanitarian agenda, influencing decision-makers, and mobilising collective action to address the most pressing challenges facing communities in crisis. With a global presence and a commitment to inclusivity and diversity, ICVA embodies the spirit of solidarity and cooperation that defines the NGO sector's response to humanitarian emergencies worldwide.

II. Job Summary

ICVA is seeking a dynamic and experienced professional to fill the role of Director of Operations. This key leadership position will sit in the Senior Management Team and will ensure that ICVA's operations are well run, compliant and fit for purpose, enabling ICVA to deliver on its local to global mandate. Leading an operations team, the Director will oversee and be ultimately responsible for ICVA's Finance, Human Resources, Governance and Membership functions. Working closely with the Executive Director, the Director will support the smooth running of the organisation, as well as fundraising and donor management, in alignment with ICVA's 2030 Strategy.

III. Main Duties and Responsibilities

Strategic and Organisational Leadership	- As a member of the Senior Management Team (SMT), contribute to the development and delivery of ICVA's 2030 Strategy, organisational priorities and annual plans. - Support the Executive Director in the smooth and effective running of the organisation.
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	• Ensure ICVA's operational systems, policies and procedures are efficient, compliant and fit for purpose, supporting staff in Geneva and the regions. • Lead organisational risk management, including maintaining the risk register and ensuring appropriate mitigation measures are in place.
Team Leadership and Line Management	• Line manage a dispersed operations team (approximately five staff), setting clear objectives, supporting professional development and conducting performance appraisals. • Foster a collaborative, accountable and inclusive team culture, ensuring the team provides responsive, high-quality support services to the wider organisation. • Hold ultimate responsibility for the deliverables of the Finance, Human Resources, Governance and Membership, and Fundraising support portfolios.
Finance	• Oversee ICVA's financial management, including annual budgeting, forecasting, cash-flow management and financial reporting to the SMT, Executive Committee and donors. • Ensure robust internal controls and compliance with Swiss legal and regulatory requirements, donor requirements and ICVA policies. • Oversee the annual external audit and the implementation of audit recommendations.
Human Resources	• Oversee all HR functions, including recruitment, onboarding, contracts, payroll, benefits and staff wellbeing, across Geneva and regional locations. • Ensure HR policies and practices are up to date, comply with Swiss labour law and applicable legislation in regional locations, and reflect ICVA's commitment to diversity, equity and inclusion. • Oversee performance management, learning and development, safeguarding and duty of care processes.
Governance and Membership	• Oversee the preparation and organisation of ICVA's governance meetings, including the Executive Committees of the board and General Assembly, ensuring timely documentation and follow-up on decisions. • Ensure ICVA's statutes, governance policies and procedures are applied and kept up to date. • Oversee membership administration, including applications, membership fees and the maintenance of accurate member records. • Work closely with colleagues responsible for member engagement to support membership growth, diversity and retention.



Fundraising and Donor Management	• Support the Executive Director in developing and implementing ICVA's fundraising strategy and diversifying its funding base. • Contribute to the preparation of funding proposals, budgets and donor reports, ensuring quality and timeliness. • Oversee grant management systems, including the tracking of donor agreements, compliance with donor conditions and reporting deadlines. • Support the Executive Director in building and maintaining strong relationships with current and prospective donors.

IV. Requirements

Qualification and education

- Master's degree in a relevant field, such as business administration, finance, human resources or management, is desirable.
- Proven experience in a senior leadership role, preferably in an NGO or humanitarian organization.
- Demonstrated experience of line managing teams and overseeing finance, HR and/or governance functions.
- Demonstrated experience working in an NGO network or similar membership organization

Essential Knowledge and skills

- Strong understanding of the not- for- profit sector and the challenges faced by NGOs.
- Excellent communication and interpersonal skills, with the ability to build and nurture relationships.
- Experience in fundraising, grant management and relationships with institutional donors.
- Sound knowledge of financial management, budgeting and internal controls, including donor compliance.
- Good knowledge of HR management and employment practices; familiarity with Swiss employment law is an advantage.
- Experience supporting governance bodies, such as boards and general assemblies, in a membership organisation.
- Strong organisational, planning and problem-solving skills, with close attention to detail.
- Global mindset and ability to work across diverse cultures and contexts, including experience managing a dispersed team.

ICVA is an equal opportunity employer and encourages candidates from all backgrounds to apply.

To apply, please send a cover note and your CV to Recruitment_1@icvanetwork.org with the subject: "Director of Operations" by 12pm CEST on the 18 October 2026. Please note that only shortlisted candidates will be contacted.