



Job Title: Chief Operating Officer (COO)

Location: Nairobi, Kenya

Reports To: Executive Director

Position Type: Full-Time

Job Summary

The Chief Operating Officer (COO) will play a pivotal role in leading the strategic and operational functions of The Action Foundation (TAF) to achieve its strategic objectives of supporting children and youth with disabilities (CYWD) through equitable access to services, advocating for disability-inclusive and gender-responsive systems and policies, and leveraging data for decision-making. The ideal candidate has a deep understanding of disability rights and advocacy, familiarity with disability policies and legislation, and strong cultural competency within the disability sector and communities of persons with disabilities at TAF. Reporting to the Executive Director, the COO will oversee operations, programs, and cross-functional teams, ensuring the organization scales effectively, maintains excellence, and delivers measurable impact.

Key Responsibilities

1. Strategic Leadership

- Work closely with the Executive Director and Board of Directors to develop, execute, and continuously refine our strategic plan, ensuring alignment with the organization's mission, goals, and values.
- Translate the organization's vision into actionable, measurable operational goals that address program expansion, advocacy, and knowledge generation.
- Continuously assess the organization's environment to identify opportunities and risks for growth, ensuring the strategy remains relevant and impactful.
- Create multi-year operational plans to guide scaling efforts, ensuring sustainability and alignment with long-term objectives.

2. Operational Excellence

- Oversee the development and implementation of operational systems, policies, and procedures that support efficiency and scalability.
- Identify bottlenecks in current workflows and design solutions to improve operational efficiency and service delivery.
- Establish and monitor performance metrics across departments, ensuring accountability and alignment with organizational goals.
- Lead the implementation of quality assurance processes to maintain high standards in all programs and operations.

3. Program Oversight

- Provide strategic direction to Program Managers to ensure the effective design, implementation, and evaluation of programs.
- Standardize program delivery frameworks to ensure consistency and quality across geographic locations.
- Oversee the integration of disability-inclusive and gender-responsive practices into all programs.
- Monitor program effectiveness through regular reviews and refine approaches to enhance impact based on data and beneficiary feedback.
- Ensure programs are accessible to underserved populations, tailoring interventions to meet the unique needs of diverse groups.

4. Financial and Resource Management

- Work closely with the finance team to develop and manage operational budgets that support scaling efforts while maintaining financial sustainability.
- Identify and implement cost-effective measures to maximize resource utilization without compromising service quality.
- Develop and execute strategies for diversifying revenue streams, including grant acquisition, corporate partnerships, and individual donor contributions.
- Oversee the implementation of financial controls to ensure accountability and compliance with donor and regulatory requirements.

5. Data-Driven Decision-Making

- Drive the development and use of robust data collection systems to measure the organization's impact and inform strategy.
- Oversee the creation of data dashboards and reports for real-time monitoring of program performance and operational efficiency.
- Use analytics to identify trends, forecast needs, and adapt programs and operations to emerging challenges and opportunities.

- Promote a culture of evidence-based decision-making across all levels of the organization.

6. Stakeholder Engagement and Advocacy

- Build and maintain strategic partnerships with governments, donors, community organizations, and other stakeholders to enhance the organization's reach and influence.
- Represent the organization in national and international forums, advocating for disability-inclusive and gender-responsive systems and policies.
- Oversee the development of communication strategies to increase visibility and promote the organization's mission and impact.
- Create and manage platforms for beneficiary feedback, ensuring that the voices of children, youth, and caregivers inform decision-making.

7. Team Leadership and Development

- Lead cross-functional teams with a focus on collaboration, accountability, and results.
- Design and implement leadership development programs to strengthen the capacity of staff at all levels.
- Foster an inclusive and supportive organizational culture that aligns with the organization's values and mission.
- Provide mentorship and professional development opportunities for team members to enhance their skills and performance.
- Establish clear roles, responsibilities, and performance expectations for team members, ensuring alignment with organizational goals.

8. Risk and Resilience Management

- Identify and mitigate risks associated with scaling operations
- Develop and oversee the implementation of contingency plans to ensure continuity of operations during unexpected challenges.
- Build redundancies into critical operations to reduce dependency on single points of failure.
- Monitor external and internal environments to anticipate changes that may impact the organization and adapt strategies accordingly.

9. Quality Assurance and Compliance

- Ensure that all programs and operations comply with relevant local and international regulations.
- Oversee regular audits and evaluations to maintain accountability and improve processes.

- Lead the development of policies and procedures that uphold high standards in disability-inclusive and gender-responsive practices.
- Foster a culture of continuous improvement by encouraging feedback and learning at all organizational levels.

10. Innovation and Technology Integration

- Drive the adoption of innovative technologies to enhance operational efficiency and service delivery.
- Collaborate with the IT team to ensure the integration of digital tools for monitoring, evaluation, and reporting.
- Explore emerging trends in disability-inclusive and gender-responsive practices to stay at the forefront of the sector.
- Encourage a culture of innovation by fostering creative problem-solving and experimentation across teams.

Experience, Qualifications and Skills Required

- Master's degree in Business Administration, Management, or a related field.
- Minimum of 10 years of progressive leadership experience in operations, strategic planning, and organizational management.
- Demonstrated success in overseeing complex projects and driving operational efficiency.
- Proven ability to foster a culture of collaboration within the organization.
- Excellent communication skills and strong financial acumen.
- Track record of implementing best practices in operational excellence.

How to Apply: If you are a qualified and motivated professional passionate about driving impact for children and youth with disabilities, we invite you to apply. Please send your CV and a detailed cover letter to careers@theactionfoundationkenya.org and nwagema@blumeafrica.co.ke.

The Action Foundation is an equal-opportunity employer. Applications will undergo rolling reviews until the position is filled, and only shortlisted candidates will receive further communication. Our hiring decisions prioritize qualifications, merit, and organizational requirements to uphold a fair and inclusive process for all applicants.