Appointment of Senior Director, Operations for the Center for Civilians in Conflict
Dear Candidate,

Welcome!

Thank you for your interest in our Senior Director, Operations role. This position will be responsible for leading the financial, safety & security, administrative, grant compliance, and human resource functions within our organization. Guided by CIVIC’s Strategic Plan (2021-2025), the SDO will lead the organizational development and implementation of CIVICs operational model.

This is a vital time for CIVIC’s work. In 2019, over 20,000 civilian casualties occurred in just ten countries: Afghanistan, Central African Republic, Iraq, Libya, Nigeria, Somalia, South Sudan, Syria, Ukraine, and Yemen. Despite prohibitions under international law, many armed actors deliberately target civilians; others fail to take the steps necessary to protect civilians during combat. Meanwhile, international bodies often fail to match their rhetorical support for conflict-affected populations with meaningful action.

Our new theory of change sets out an ambitious five-year goal: bringing about a significant reduction in conflict related civilian harm. We are expanding our work and global footprint, including plans to soon open a European hub in The Hague in the Netherlands.

To support this expansion, we count on a diverse and sustainable funding portfolio to implement our programming, including unrestricted funds from global donors such as Open Society Foundations and the Swedish International Development Cooperation Agency. This year we expect to double our revenue raised from $10M to $20M to continue our vital work.

You would be joining an exciting and dynamic workplace, filled with people dedicated to human rights and protection of civilians. If you are passionate about CIVIC’s mission, and are confident that you possess the skills and experience we are seeking for this position, we look forward to hearing from you!

All the best,

Federico Borello

Executive Director
**MISSION & VISION**

CIVIC envisions a world in which no civilian is harmed in conflict. We support communities affected by conflict in their quest for protection and strengthen the resolve and capacity of armed actors to prevent and respond to civilian harm.

**OUR PRINCIPLES**

We believe that

- Civilians are not “collateral damage” and civilian harm is not an unavoidable consequence of conflict — civilian harm can and must be prevented. Civilians are not merely victims of conflict but have agency and influence in ensuring that their protection needs are met.

- Civilians experience conflict differently based on several aspects of their identities, including gender, sexual orientation, disability, age, religion, ethnicity, and language and therefore have different protection needs.

- Armed actors are responsible and must be held accountable for preventing and addressing civilian harm.

- Direct engagement with armed actors and civilians is necessary to significantly reduce harm and improve protection outcomes for conflict-affected communities.

- Working collaboratively with a wide range of partners and in coalitions is critical to accelerating global action on the protection of civilians and reducing public tolerance for civilian harm.
OUR FOUNDER

Center for Civilians in Conflict was originally founded as the Campaign for Innocent Victims in Conflict (CIVIC) in 2003 by Marla Ruzicka, a young American activist and humanitarian who saw that civilians were being injured, killed, and forgotten by the armed parties in conflict.

After war broke out in 2001, Marla traveled to Afghanistan and Pakistan. She arrived in Kabul only a few days after the Taliban were removed from power. She noted that no one, including the US military, was keeping count or helping civilians unintentionally harmed in Operation Enduring Freedom.

As a new war in Iraq unfolded, Marla moved to Baghdad and organized a door-to-door survey of the Iraqi people. She took her results to Washington, DC where, working with US Senator Patrick Leahy (D-VT), Marla helped create the first-ever US-funded aid programs dedicated to helping rebuild the lives of civilians unintentionally harmed by US combat operations.

In April 2005, Marla was killed by a suicide bomb in Baghdad while advocating for civilian war victims.

Fifteen years after Marla founded the organization, her extraordinary legacy lives on in CIVIC’s work around the globe.

WHY WE DO THIS

Current trends in warfare point to an even more perilous future for civilians. Major powers are preparing for peer-to-peer conflict with a focus on speed and lethality, despite the risk of widespread harm to civilians. Hybrid warfare – a mix of conventional and unconventional tactics – blurs the line between war and peace and tears at the fabric of societies. At the same time, urban combat operations cause a staggering number of civilian casualties, especially when explosive weapons are used in populated areas.

We are confronting a grave reality, and yet CIVIC has demonstrated time and time again: there is nothing inevitable about civilian casualties in war.

Civilian harm can be prevented, minimized, and remedied. In Afghanistan, Iraq, Nigeria, Ukraine, and Yemen, we have made a positive difference in the lives of civilians. Improvised explosive devices have been removed from roads. Artillery has been relocated away from civilian homes. Militaries have provided civilians with secure escorts and patrols to protect them from armed opposition group attacks during farming and firewood collection. Governments have adopted policies strengthening civilian protection in military operations; developed specialized military cells that track and respond to civilian harm; and instituted military training programs on avoiding, minimizing, and responding to civilian harm. The United Nations has provided its peacekeeping missions with clearer guidance and better tools to protect civilians.

These examples prove that direct engagement with civilians, armed actors, and policymakers can yield life-saving results for civilians caught in conflict.
RECOGNIZE

Civilians are harmed in every conflict. While many flee and become internally displaced persons or refugees, some do not or cannot. Civilians may stay in conflict zones for many reasons: Armed actors may prevent them from leaving, they may lack the economic resources to move to safety, they may fear their homes and livelihoods will be lost forever, or they or a relative may be too sick or aged to travel. CIVIC tells the stories of how conflict affects civilians, and advocates that policymakers and armed actors recognize their rights, publicly acknowledge when they have been harmed, and take their well-being into consideration before, during, and after the fighting.

PREVENT

To comply with international law, armed actors must take precautions to prevent harm caused by their own operations. Effectively preventing harm requires leadership, investigating and understanding how civilians are harmed, and ensuring that armed actors are adequately trained in best practices in civilian harm prevention. CIVIC works with various armed actors to translate lessons learned and law into policies and practices that can prevent harm to civilians.

PROTECT

Some groups deliberately terrorize, intimidate, exploit, and, in some cases, eliminate individuals and communities. When this happens, governments, their security forces, and international peacekeepers have a responsibility to protect civilians from harm. CIVIC works with international organizations such as the United Nations and the African Union, as well as national militaries, to develop policies and build skills that enable them to protect civilians from those who would harm them.

AMEND

While all possible measures should be taken to prevent harm, some civilians are still likely to be harmed during conflict. When this happens, it is not acceptable for those who caused the harm to just walk away, leaving families and communities to recover on their own. CIVIC advocates that armed actors and peacekeepers work with victims and survivors to offer appropriate amends to those injured and to the families of those killed. These may take the form of apologies and financial assistance. Whatever the form of amends, CIVIC has worked since 2003 to ensure the dignity of the victims and their families is recognized and respected.
Every day, 100 civilians are killed in armed conflict and countless more are harmed. CIVIC envisions a world in which no civilian is harmed in conflict. We support communities affected by conflict in their quest for protection and strengthen the resolve and capacity of armed actors to prevent and respond to civilian harm. Civilian harm can be prevented, minimized, and remedied.

We work with civilians in conflict zones. We travel to conflict zones and speak directly to those affected. We document their stories and listen when they tell us what they need. We bring their perspective to those in power and advise on ways to recognize, protect, and help them.
In 2020, CIVIC developed a new, five-year **Strategic Plan** that represents a bold and ambitious roadmap to ensure that **no civilian is harmed in conflict**. By strengthening our work with communities, governments and armed actors, multinational bodies and coalitions, and civil society, CIVIC is positioning itself to counteract alarming global trends and change the course for the protection of civilians for many years to come.

Our detailed plan is the result of over 100 consultations with external stakeholders and beneficiaries from around the world; invaluable contributions from staff members representing all locations, levels, and functions of the organization; two internal retreats; and in-depth discussions with our donors and Board of Directors. With this Strategic Plan, CIVIC is adapting the way we work in order to save more lives and match the growing needs of conflict-affected civilians.
Senior Director, Operations

- **Location:** Currently, CIVICs Washington, DC office is temporarily closed due to COVID-19, therefore, this position is currently a remote position until, and when, the WDC office is re-opened, at which point, this position will be required to be located in the office on a permanent basis.

- **Reports to:** Executive Director.

- **Seniority:** Part of Senior Management Team.

- **Benefits:** Excellent health benefits (medical, vision and dental), life insurance, a 403b retirement savings plan with employer-matched contributions (up to 5% of salary), and paid leave plus paid holidays (including the day after Thanksgiving and the days between Christmas and New Year’s Day).

- **Salary:** $140,000 - $165,000 USD.

**About the role**

CIVIC is looking for a hard-working and dedicated Senior Director, Operations (SDO) to be responsible for leading the financial, safety & security, administrative, grant compliance, and human resource functions within our organization.

As a Senior leader at CIVIC, the SDO works with other senior leaders to devise strategies and polices to meet the organization’s Mission and objectives, and reports on the performance of the organization to the ED and the board of directors. The SDO will lead and encourage other areas within CIVIC to reach organizational operational goals as well as implementing CIVICs policies and regulations, recommending, and designing new ones as needed. The SDO will support the adaptation of the culture to employ the best strategies to help CIVIC remain an organization whose staff are excited to come to work at our organization.

Guided by CIVIC’s Strategic Plan (2021 - 2025), the SDO will lead the organizational development and implementation of CIVICs operational model. S/he will work closely with the senior leaders within the organization and across our field offices to understand potential challenges to this operational model, whether they be human resource allocation, financial implications, safety & security issues, etc.

The SDO will have experience in growing organizations, supporting efficient workflows, and leading change management processes. This person will also have industry experience managing employees and operations and understand the opportunities, and challenges, of implementing multiple programs in other countries.

CIVIC provides an action-oriented environment for staff to work independently, assume responsibility for their work, and approach all situations creatively to develop innovative, yet pragmatic, solutions for implementation. The ideal candidate is able to successfully work in such an environment while working across multiple teams, with varying levels of skills and experiences, and differing cultural viewpoints.
Senior Director, Operations

Key Functions:

Leadership and Team Building

• Serves on the Senior Management Team (SMT), CIVIC’s main body responsible for guiding the organization towards achieving its mission and vision while ensuring the overall health, sustainability, and strength of the organization and well-being of its staff.
• Mentors’ direct reports to help them “manage for results” and supports their professional development.
• Recruits new team members, as necessary, with an emphasis on diversity and inclusion.
• Builds and maintains a team of strong functional leads who are focused on providing the organization with expert guidance and support within their functional areas.
• Holds team leads accountable for fulfilling the key functions and responsibilities of their individual roles and performing with the utmost integrity and professionalism.

Organizational Development and Strengthening

• In charge of ensuring continuous organizational improvements for all departments across CIVIC. S/he will be responsible for planning, coaching, and consulting with teams and individuals who need assistance solving organizational challenges.
• Designs and implements a variety of initiatives, action plans, and training materials aimed at strengthening the functional areas within the Operations Department as well as supporting other teams across the organization.
• Consults with the HR team to guide the utilization, development, hiring, and training of personnel for critical areas and skillsets within the organization.
• Advises and guides the senior leaderships and country offices teams to develop efficient (and cost effective) solutions for identified challenges.
• Analyzes and recommends changes to CIVIC’s systems and processes, team structures, and operations that will contribute to greater decentralization, cost effectiveness, and sustainability.
• Fosters a success-oriented, accountable, and results-oriented environment within the organization.
Senior Director, Operations

Functional Area Responsibilities

• Oversees the day-to-day operations and administrative activities to ensure a smooth operational environment.
• Leads the organization in efficient alignment of resources to projects.
• Serves as the leader to coordinate annual operations plan to annual budget.
• Ensures that the organization’s goals and strategic plan serve as the basis for sound financial management, solid budgeting and accounting systems are in place, and that appropriate financial controls and risk-management strategies protect the organization’s assets.
• Identifies additional or alternative financial resources and opportunities for funding organization-wide projects, programs, field offices, etc.
• Has a thorough understanding of finance, systems, and HR; broad experience with the full range of business functions and systems, including strategic development and planning, budgeting, business analysis, finance, information systems, and human resources.
• In coordination with Safety & Security (S&S) team of experts, sets vision for S&S across organization and asserts leadership in security emergencies.
• Responsible for ensuring compliance to all procedures and revises when appropriate and identifies and recommends modifications in policies, procedures, and resource allocations.
• Ensures that the organization is compliant with all donor requirements.
• Creates a culture of transparency and responsiveness with authorities regarding compliance issues.

Organizational Strategy

• Prepares for CIVICs future. Works with the board, the SMT and other senior leaders to support the development and execution of a shared vision for the future of the organization, build understanding around the mission, and develop appropriate goals and strategies to advance that mission.
• Drive’s CIVICs operational strategy development and implementation.
• Designs, implements, and assesses organizational risks and reports results to senior management and board of directors.
• Drives yearly operational planning process and validation of CIVIC’s strategies and supports the program planning process.
• Supports planning, execution, and evaluation of programs and other longrange activities.
Senior Director, Operations

Diversity and Inclusion:

• Supports CIVIC’s efforts in building an organizational culture that embraces and empowers all employees so they may contribute their unique experience to further CIVIC’s organizational Mission.

Requirements/Qualifications

Specific requirements include:

• Minimum of an MBA/S, MA/S or JD preferred.
• 15+ years of experience in a related field.
• Strong background in Finance within the NGO sector.
• Record of achievement in leading a similar functional department yielding positive results financially and operationally.
• Knowledge of skills development and capacity building strategies.
• Experience managing grant compliance with European Governments, USG grants a plus.
• Excellent leadership and collaboration skills as well as superb analytical and time-management skills.
• Experience supporting organizational development in non-profits a plus.
• History of effective oversight of the operations and finances of an organization with multiple country field offices and program teams across the globe.
• Proven ability to identify and address gaps or inefficiencies in systems, structures, or processes.
• Ability to remain calm and productive under pressure, prioritize amongst competing demands, and deliver on time-sensitize requests.
• Excellent verbal and written communication skills.
• Personal qualities of integrity, credibility, and a commitment to CIVIC’s mission.
• Experience with and commitment to working in a diverse and multi-cultural environment, including ability to recognize and address challenges arising from working in conflict countries.
• Highly collaborative and able to establish positive working relationships with all stakeholders to maximize cooperation and productivity.
• Fluency in English required, proficiency in French or Arabic a plus.
How to apply

Please send a letter of application stating the skills and approach that you would bring to the post with your CV/resume (no photos) in strict confidence by email only to Zoe Oldham at zoeoldham@darylupsall.com.

Please ensure that they are sent as Word documents with the titles “your name cover letter” and “your name CV” Please put “CIVIC – Senior Director Operations” in the email subject line. Also please let us know where you saw the post advertised.

The deadline for applications is Sunday 18th July 2021
Civilian casualties are not an unavoidable consequence of conflict. **Together**, we can build a future in which **no civilian is harmed in conflict**.

“....and we hope you will join us in this voyage”

Federico Borello