

CHIEF OPERATING OFFICER

Candidate Pack
September 2025



About Medical Aid for Palestinians (MAP)

[Medical Aid for Palestinians \(MAP\)](#) works for the health and dignity of Palestinians living under occupation and as refugees. A UK registered charity, we work in collaboration with Palestinian communities and trusted local partners, and coordinate with key stakeholders and relevant clusters, to meet a wide range of health and social needs, from providing vital medical aid in emergencies, to supporting the development of better health services for the long term. We also uplift the voices of Palestinians, and campaign for an end to the barriers to health and dignity that come from living through occupation, displacement, discrimination and conflict.



The Role

ROLE:

Chief Operating Officer

LOCATION:

London. Hybrid working (minimum 2 days per week in office)

REPORTING TO:

Chief Executive Officer

LINE MANAGEMENT:

5 direct reports

SALARY:

£90k – £100k

WORKING HOURS/CONTRACT:

Full-time (35 hours per week)/Permanent

JOB SUMMARY

MAP is in a period of growth and rapid development, and as such, the incoming Chief Operating Officer (COO) will be responsible for the financial strategy and management of MAP and for the leadership of operational areas to help deliver the organisation's mission and strategic goals. The COO provides support to the CEO in areas of governance, legal and risk management and may deputise for the CEO as required.



THE ROLE

Responsibilities

STRATEGY, VISION AND LEADERSHIP

- Be accountable to the CEO and Board in the areas of finance, technology, risk and compliance, supply chain and logistics, and safety and security.
- Advise the CEO and SMT on all these areas as well as on legal, governance and related policy matters.
- Work closely with SMT colleagues to ensure that appropriate processes and systems are in place across the organisation, including delivery against KPIs.
- Serve as the management liaison to the Finance & Operations Committee, Audit Risk & Governance Committee and, where required, to the Board of Trustees; effectively communicate and present critical matters under their responsibility at governance meetings.
- Ensure robust, secure and scalable IT systems and infrastructure. Lead on information governance & data protection and identify and drive opportunities for digital transformation.
- Provide strategic leadership for supply chain management at MAP to ensure an efficient, effective and accountable supply chain policies and practices that meet MAP's needs.
- Ensure a robust framework and system for identifying, assessing and mitigating risks across the organisation in line with MAP's risk appetite.

- Lead on the development of MAP's strategic goals and objectives in all areas of responsibility and contribute to the development of other goals as well as the overall management of the organisation.
- Work with direct reports to ensure the delivery of an effective strategy in all areas of responsibility.
- Maintain continuous lines of communication, keeping the CEO informed of all critical issues.
- Lead cross-organisational projects in line with organisational strategy and direction.
- Build strong working relationships with colleagues across the organisation at all levels, adopting and encouraging a collaborative working approach.
- Represent the organisation externally, as necessary, in areas under the COO's responsibility.
- Deputise for the CEO as required.

TEAM DEVELOPMENT/LEADERSHIP

- Oversee, direct, and organise the work of the teams under their responsibility.
- Create a high-performing team that is ambitious and passionate about MAP's vision.
- Ensure staff members receive timely and appropriate training and development, to facilitate continual improvement as individuals and as a team.
- Establish and monitor staff performance and development goals, assign accountabilities, set

- objectives, establish priorities, and conduct annual performance appraisals.
- Mentor and develop staff using a supportive and collaborative approach and motivate the team to be innovative and professional in its thinking and delivery.

OPERATIONS

- Upgrade and implement an appropriate system of policies, internal controls, standards, and procedures.
- Ensure annual audits, budgets, and reports in all areas of operations are produced in an accurate and timely manner for SMT, the Board, and Board sub-committees.
- Ensure strong internal controls, risk management and regulatory compliance, including with UK Charity Commission standards, donor requirements and legal and regulatory requirements in countries and territories of operation.
- Build a culture of continuous improvement in operations and ensure appropriate and timely action to address operational risks when they arise.
- Provide analytical support to the CEO and SMT including development of internal management reporting capabilities.





THE ROLE

Candidate Profile

- Relevant post-graduate business degree preferred.
- Minimum 10 years' experience in a senior management role ideally with in-house financial management experience gained in a high-growth organisation.
- Experience either as an employee or board member of a non-profit organisation; must be familiar with non-profit finance and accounting regulations.
- Proven track record of success facilitating progressive organisational change and development within a growing organisation.
- Excellent judgment and creative problem-solving skills including negotiation and conflict resolution skills.
- Bring strong mentoring and coaching experience to a team with diverse levels of expertise.
- Entrepreneurial team player who can multitask.
- Superior management skills: the ability to influence and engage direct and indirect reports and peers.
- Self-reliant and results-oriented, with good problem-solving skills.
- Energetic, flexible, collaborative, and proactive; a team leader who can positively and productively

impact both strategic and tactical finance and administration initiatives.

- Exceptional written, oral, interpersonal, and presentation skills and the ability to effectively interface with the SMT, MAP's Board of Trustees, and staff.
- Ability to operate as an effective tactical as well as strategic thinker.
- Prepared and able to travel when required, including to Lebanon, occupied Palestinian territory, and Egypt.
- Passion for MAP's mission and commitment to MAP's values.

TERMS AND CONDITIONS

This job description reflects the key requirements of the role and does not form part of your contract of employment. It can be amended from time to time as the needs of the organisation require and as appropriate to the role.

How to Apply

All correspondence, at this stage, should be via Oxford HR. To apply for this post, click on the “Apply” button on the job advert page, complete our online application form, and submit your CV and cover letter as two different documents, which should be prepared before applying as they will be considered in the application process.

The cover letter should be no more than two pages long and explain why you are interested in this post and how your skills and experience make you a good fit.

The document should be saved in PDF in the following format: Your First Name-Your Last Name-Documents Name-Date (mmyy) e.g., Aisha-Kemp-CV-0925-MAP or Aisha-Kemp-CoverLetter-0925-MAP.

TIMELINE

- Closing Date: Open until 17th October. Applications will be considered on a rolling basis, so please apply as soon as possible.
- First stage interviews: MAP are keen to appoint this role as soon as possible and therefore applicants will be invited to interviews on rolling basis.
- Final interviews: Mid-October

SELECTION PROCESS

All candidates will receive an update regarding their application after the closing date. We advise candidates to add the role email to their safe senders list and regularly check their spam folder.

EQUALITY STATEMENT

Equality and diversity are at the core of Medical Aid for Palestinians (MAP)'s values. Staff are expected to work collectively and individually to promote a constructive and sensitive approach to others from a variety of backgrounds, where the work of others is valued and respected.

QUERIES

If you have any queries on any aspect of the appointment process, need additional information, or would like to have an informal discussion, please email at zgreenwood@oxfordhr.com in the first instance.



About Oxford HR

Oxford HR is a B Corp certified leadership consultancy. Having worked within a diverse range of institutions, from not-for-profits and charities to governments and corporate environments, we've seen the powerful impact that the perfect team can have.

Finding innovative leaders can be a challenge; and yet their transition into leadership is vital to an organisation's mission and success. We work across the globe to search for and support remarkable leaders and teams, improve their board effectiveness and support on a range of leadership functions.

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