



مؤسسة الأغا خان
AGA KHAN FOUNDATION

JOB OPPORTUNITY

The Aga Khan Development Network (AKDN) is a group of development agencies with mandates that include the environment, health, education, architecture, culture, microfinance, rural development, disaster reduction, and the promotion of private-sector enterprise and the revitalization of historic cities. AKDN agencies conduct their programmes without regard to faith, origin, or gender.

The Aga Khan Foundation in Syria seeks to employ a full-time **Director of Operations** for its office in Salamieh or Damascus. **The base station (location) is subject to negotiations.**

JOB SUMMARY:

The Director of Operations plays a crucial role in ensuring efficient program support and operational excellence. As a key member of the Senior Management Team (SMT), the Director oversees supply chain, logistics, procurement, security, IT, fleet, facilities, and administration, to enable seamless program delivery. This role also ensures compliance with donor regulations, internal policies, and national laws while contributing to the organization's strategic goals. The incumbent will report directly to the Chief Executive Officer.

ROLES AND RESPONSIBILITIES:

➤ Operations & Program Support:

- Oversee operational functions, ensuring alignment with AKF policies and donor requirements.
- Support program teams by optimizing procurement and logistics with a supply chain management, end-to-end and proactive, approach.
- Ensure compliance with internal policies and donor's regulations, following audit recommendations and risk mitigation strategies.
- Collaborate with program heads to integrate operations constraints within program objectives.

➤ Procurement & Contract Management:

- Implement and enforce procurement policies, ensuring compliance with donor and organizational standards.
- Oversee supply chain management, including vendor selection and contract negotiations to optimise commodities and services contributions to our impact.
- Manage procurement plans for grants, ensuring cost-effectiveness and efficiency.
- Monitor contract execution and adherence to terms.

➤ Logistics & Asset Management:

- Oversee warehouse and stock management, ensuring efficient inventory control.
- Maintain a centralized asset register and ensure regular asset tracking.
- Develop and implement fleet management policies for safe and cost-effective transportation.

➤ **Administration & Facilities Management:**

- Ensure streamlined administrative processes and compliance with policies.
- Oversee facility operations, ensuring safe and well-maintained work environments.
- Manage office infrastructure, leases, and maintenance.

➤ **Security & Risk Management:**

- Manage the Security Manager, overseeing security planning and risk assessments.
- Supervise coordination with AKDN to develop and implement safety and security protocols in line with AKDN guidelines.
- Overview crisis management efforts and staff security training.
- Monitor security developments, ensure availability of timely updates to leadership.

➤ **Information Technology (IT) & Digital Security:**

- Oversee IT systems, ensuring technological support aligns with operational needs.
- Ensure adherence to data security and digital infrastructure best practices.

➤ **Staff Management & Capacity Building:**

- Lead and mentor the operations team, fostering a culture of professionalism and accountability.
- Conduct regular performance evaluations and identify capacity-building opportunities.
- Collaborate with HR to implement training programs for operations staff.

➤ **Contribution to Senior Management Team:**

- Engage in action planning, strategy development, and policy implementation.
- Represent the operations department in internal and external stakeholder engagements.
- Support inter-departmental collaboration to ensure holistic program execution.



QUALIFICATIONS AND REQUIREMENTS:

- The applicants should have a Bachelor's degree in Business Administration, Supply Chain Management, Logistics, Operations Management, or a related field. A Master's Degree would be an asset.
- Minimum of 8-10 years of senior management experience in operations, logistics, or security, preferably in the humanitarian or development sector
- At least 6 years in a senior leadership role in the Operations field.
- Proven experience in the humanitarian or development sector (NGOs, INGOs)
- Demonstrated experience managing multi-functional teams (procurement, logistics, IT, admin, security, fleet, facilities).
- Strong understanding of procurement, compliance, and risk management frameworks.
- Proven leadership and team management skills, with the ability to drive strategic initiatives.
- Experience in security risk management and crisis response in complex environments.
- Excellent communication, negotiation, and stakeholder engagement skills.
- Proficiency in IT systems, data security, and operational software.
- Excellent command of English, both written and spoken

Safeguarding Commitments:

AKF is committed to maintaining the highest standard of ethical behaviour among its staff, representatives, and partners to make sure of do no harm of the beneficiaries and whom dealing with. In line with this commitment; the incumbent to this position must adhere to the AKF Code of Conduct and the relevant Safeguarding policies.

Interested male and female applicants are required to apply exclusively via this [Link](#)

Deadline for applications submission is Tuesday, April 21st 2026.

Only shortlisted candidates will be contacted

