

Executive Operations Partner

BASE LOCATION:	Birmingham, UK
REPORTING TO:	Managing Director HAD
LINE MANAGEMENT RESPONSIBILITIES:	Executive & Operations Assistant to the MD

PURPOSE OF HAD

The Humanitarian Academy for Development (HAD), established in 2013 as an award-winning Strategic Business Unit, aims to enhance knowledge and skills in the humanitarian sector through capacity building, applied research, and leadership development. Originating from Islamic Relief (IR), a global NGO serving humanity for over 40 years, HAD initially supported the IR Family but now strives to develop the wider NGO sector. HAD envisions itself as a hub for humanitarian and development studies, training future leaders, undertaking applied research, and advocating for effective aid and development from an Islamic perspective.

JOB PURPOSE

The **Executive Operations Partner** provides high-level executive, operational, and administrative support to the Managing Director (MD) and ensures the smooth and efficient running of HAD Academy.

This role combines administrative responsibilities with operational coordination, process management, and service oversight to enable the Academy to deliver its strategic objectives effectively.

Working closely with the MD and wider leadership team, the post holder acts as a trusted partner—anticipating needs, managing priorities, coordinating information flow, and supporting the implementation of key projects and business processes.

KEY WORKING RELATIONSHIP

Internal:

- All HAD staff and HAD Academy Leadership Team
- IRW trustees, directors, and senior managers
- IR family CEOs, directors, and executive assistants
- HR, Finance, IT, Communications, and External Relations teams

External:

- External service providers, suppliers, and contractors
- Marketing agencies
- Clients hiring the Academy’s venue and facilities
- Peer agencies, funders, regulators, auditors
- Statutory and governmental bodies

SCOPE AND AUTHORITY

Scope: Ensure the MD’s Office operates efficiently and administrative and operational support across HAD Academy is delivered to a high standard.

Key Areas of Responsibility:

- Executive-level support for the MD
- Operational and business coordination
- Governance, reporting, and stakeholder communication
- Administrative oversight and team support

Responsibility for Resources:

- Line management of Executive & Operations Assistant to the MD
- Support budget administration and expenditure tracking for the MD's Office

KEY ACCOUNTABILITIES

1. Executive Administration

- Manage the MD's complex diary and prioritise strategic engagements
- Coordinate meetings, prepare agendas, and produce high-quality minutes and follow-up actions
- Provide administrative and financial support, including reports, presentations, correspondence, and briefing materials
- Arrange domestic and international travel and accommodation for MD and key staff
- Handle confidential correspondence and documentation with discretion
- Support internal and external communications, including LinkedIn and stakeholder updates
- Streamline workflows and enable the MD to focus on strategic priorities
- Support hospitality functions and events for MD Office and guests
- Perform other duties as assigned and maintain professional development

2. Operational & Business Coordination

- Support business planning, project tracking, and performance reporting
- Maintain divisional dashboards and monitor progress against strategic goals
- Assist with preparation of management and board reports
- Oversee operational systems, databases, and shared resources
- Liaise with HR, Finance, and Procurement teams to ensure smooth administrative and operational processes
- Implement new procedures and process improvements to increase efficiency
- Writing reports and editing speeches and preparing executive summaries of detailed reports
- Provide strong analysis and research where required to produce reports and opinions for the Managing Director and internal stakeholders as required
- Researching, benchmarking, analysing data, and making recommendations.
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3. Governance, Communication & Stakeholder Liaison

- Act as a central point of contact for the MD's Office
- Coordinate board and committee papers, divisional updates, and governance documentation
- Ensure consistent communication between the MD's Office and internal/external stakeholders
- Represent the MD's Office with professionalism and diplomacy
- Drawing up terms of references for specific projects/initiatives as and when required.
- Help to improve HAD's ongoing processes and organising procedures to ensure optimal efficiency and productivity.

- Monitoring information flow and ensure the Managing Director's involvement in the decision-making process is done in a timely manner

4. Administrative Oversight & Team Support

- Coordinate and oversee tasks delegated to administrative or business support staff
- Support administrative and operational needs of the HAD Academy Leadership Team
- Ensure the MD's Office maintains high standards of organisation, confidentiality, and efficiency
- Support induction and onboarding processes for new team members
- Responsible for managing one-off projects and communicating closely to parties concerned.
- Preparing and editing materials and precedents into a presentable format.
- Overall responsibility for organising conferences including teleconference, video and physical, training sessions and other organisational events

5. General Tasks

- Comply with IRW policies, procedures, values, and principles
- Maintain professional development
- Perform other duties as determined by the Director

Person Specification

Knowledge, Skills & Qualifications

- Ideally a master's degree in management, Business Administration, or equivalent experience in workforce development
- Any professional or other qualification relevant to executive office support, business administration, or NGO management
- Strong resource, budgetary, and financial management skills
- Experience influencing and implementing strategies aligned to organisational objectives
- Ability to guide staff development toward achieving key performance indicators
- Consultative approach to decision-making and team motivation
- Strong oral, visual, and written communication skills
- Analytical skills to interpret data and provide recommendations
- High digital literacy: Microsoft 365 (Word, Excel, PowerPoint, Teams), collaboration platforms
- Awareness of the external environments within the humanitarian sector to support the impact of the work and the changing needs of HAD
- Project management and financial budget management experience to allow the Division to deliver on its strategic objectives

Personal Qualities

- Highly organised, proactive, and able to manage multiple priorities
- Integrity, discretion, and emotional intelligence
- Resilient and adaptable, maintaining calm under pressure
- Professional, approachable, and confident with senior stakeholders
- Positive attitude and ability to overcome setbacks
- Learning mindset and continuous improvement philosophy
- Willingness to travel within the UK and internationally
- Excellent written and verbal communication in English and preferably Arabic

Experience

- Proven experience supporting senior executives or directors
- Experience coordinating operational processes, reporting, or strategic projects
- Demonstrated ability to manage competing priorities and deliver to deadlines
- Experience liaising across departments and engaging diverse stakeholders
- Budget monitoring and administrative financial tasks
- NGO, education, or professional services sector experience desirable

Qualifications

- Degree-level education or equivalent professional qualification
- Training in executive assistance, office administration, or project management advantageous
- Additional languages (Arabic, French, or others) beneficial

Other Requirements

- Ability to travel nationally and internationally for training, events, or meetings as required
- Flexibility to work outside normal hours for key deadlines or events
- Commitment to humanitarian principles and HAD Academy's mission

Signed by: _____ (Direct Line Manager)

Signed by: _____ (Divisional Director)

Last update: November 2025