

CHIEF OPERATING OFFICER JOB DESCRIPTION

- 1. Position:** Chief Operating Officer, Dhaka Expatriate Services, Ltd (DexServe)
- 2. Location** Grace International School, Gulshan Dhaka.
- 3. Accountable to** CEO, DexServe
- 4. Purpose of Post** To provide effective leadership and management of all operational areas of DexServe and Grace International School (GIS) within the policies approved by the Board.
- 5. Work Hours**

A flexible approach is required taking into account the level of responsibility of the post and the needs of the DexServe and GIS. Nominal hours expected will be 8am-4pm, Sunday-Thursday.

Public Holidays: Govt holidays where School is closed.

Annual Leave: 8-10 weeks as required and agreed with CEO and School Principal to ensure coverage of responsibilities in the major summer break and other smaller holiday periods.

SPECIFIC RESPONSIBILITIES:

a) Leadership and Professional Standards:

- i.** To work closely with the CEO and the Principal of the School in active collaboration to see the objectives and purpose of DexServe and the School fulfilled.
- ii.** To model the Core Values of Faith, Collaboration, Excellence and Service.
- iii.** To work closely and responsibly with the National Staff Managers to implement, maintain and monitor best practice systems in the efficient running of operations. The role is both as the key implementer of systems, but also one of coaching the National Staff through professional excellence and intentional training, mentoring and delegation.

b) Human Resources Management:

- i.** Facilitate the initial hiring process including interviews and verification of references for operations and support staff.
- ii.** To support, supervise and manage the performance and individual professional appraisal of all non-teaching members of the GIS Staff.
- iii.** To promote amongst the national staff the Core Values of GIS: faith, collaboration, excellence, service.
- iv.** To keep the CEO informed of relevant staffing issues, and to participate in all aspects of personnel management, as required.
- v.** To ensure that all aspects of national personnel management are undertaken within the approved GIS personnel policy.
- vi.** To maintain and develop policy as required.
- vii.** To ensure best practice HR methods and tools are used by the School.

c) Financial & Legal Management:

- i.** To work with the Principal and CEO to prepare an annual budget for the school.
- ii.** To work in collaboration with all staff within the approved annual budget.
- iii.** To direct and guide the Accounts department in day to day operations
- iv.** Support the efficient collection of school fees within the approved GIS financial policies and procedures, and to maintain and develop this as required.

- v. To work in close co-operation with the CEO, Senior Accountant, auditing firm and other associated government authorities to oversee the financial management of the School using best practice accounting methods and tools.
- vi. To ensure that the CEO is kept fully informed of any deviations from policy, suspected irregularities or concerns regarding the financial operations of the School through meaningful reports and issue papers.
- vii. To work closely with the Corporate Affairs Manager to ensure that GIS and DexServe meet the legal requirements for employment of national and expatriate staff including but not limited to work permits, visas, and proper banking and tax requirements.
- viii. To attend Board meetings in a support role responsible for planning, preparation and minuting of Board meetings, ensuring communication of Board decisions and required actions for all Board members.
- ix. To ensure legality and security of all school property, including buildings, equipment, and vehicles in ways which enhance the external image of the school.

d) Facilities Management:

- i. To develop and maintain the School's facilities, working closely with the Facilities team, to ensure the campus is safe and offers the best possible environment for students and staff.
- ii. To expedite the school's facilities development with a view to achieving the strategic goals.
- iii. To monitor and ensure purchasing, asset management and inventory are implemented within the approved GIS policy and to maintain and develop policy as required.

e) Operations:

- i. Working closely with the Principal, IT, Fleet and Administration Managers and Maintenance Team, ensure the smooth procurement, operations and maintenance of the school's fleet, IT and facilities and maintenance teams within the limits of the annual budget.
- ii. Conduct annual performance review for all National and Expatriate operations team members.
- iii. To maintain efficient and effective administrative support systems in the school.

f) Miscellaneous Responsibilities:

- i. To perform any other responsibilities as deemed reasonable and appropriate by the Board, from time to time, including stepping into an Acting Principal or Acting CEO role for GIS should the need arise.
- ii. To support any other business activities or developments beyond the School as approved by the Board.