

Job description
Department: Office of the Director General
Position: Chief of Staff
Location: Ramallah
Reports to: Director General
Scope of Work: All administrative and support departments (no direct oversight of programs)
<p>Job Purpose: The Chief of Staff to the Director General serves as a strategic extension of the DG's office, responsible for advancing institutional priorities, strengthening execution discipline, and ensuring organizational alignment across governance, strategy, programs, and operations. This role functions as the central coordination hub for strategic follow-up, performance tracking, and executive decision support. The Chief of Staff ensures that board directives, leadership decisions, and institutional commitments are translated into measurable action and delivered within agreed timelines and standards.</p> <p>The position enables the Director General to focus on external leadership, partnerships, and long-term growth, while safeguarding internal coherence and execution excellence.</p>
<p><u>Reporting Line:</u> Works in close coordination with:</p> <ul style="list-style-type: none"> • Senior Management Team • Board Committees (as relevant) • Program and Operations Directors
<p><u>Key Duties and Responsibilities</u></p> <p>1. Strategy Execution & Institutional Follow-up</p> <ul style="list-style-type: none"> • Track implementation of strategic priorities and cross-departmental initiatives • Ensure leadership decisions are translated into clear action plans • Monitor timelines, deliverables, and accountability mechanisms • Identify execution gaps, bottlenecks, and institutional risks <p>2. Performance Management & KPI Oversight</p> <ul style="list-style-type: none"> • Develop and maintain executive dashboards for the DG • Monitor institutional KPIs and performance indicators • Synthesize complex data into decision-ready briefs • Support a culture of execution discipline and results orientation <p>3. Executive & Governance Support</p> <ul style="list-style-type: none"> • Prepare high-quality briefing materials for Board and senior management meetings • Ensure follow-up on Board and committee resolutions • Support preparation of strategic presentations and institutional reports • Align internal documentation prior to executive decision-making <p>4. Cross-Departmental Coordination</p> <ul style="list-style-type: none"> • Facilitate alignment between programs, operations, finance, and support functions



- Strengthen communication and coordination across departments
- Support institutional coherence in multi-country and multi-program settings

5. Executive Office Leadership

- Prioritize and filter issues escalated to the DG
- Ensure the DG receives structured, concise, and actionable information
- Protect leadership time by improving internal processes and clarity of submissions

Authorities & Scope

- The Chief of Staff acts on behalf of the Director General in following up on strategic and institutional matters and may request updates, clarifications, and progress reports from departments in coordination with the DG.
- The role does not replace line management authority but strengthens execution and alignment across the institution.

Qualifications & Experience

- Master's degree in management, public policy, development, business administration, or related field
- Minimum 10–15 years of progressive professional experience
- Demonstrated experience in strategy execution, organizational performance, or senior advisory roles
- Experience within complex NGOs, multi-program institutions, or regional organizations preferred
- Strong analytical, organizational, and synthesis skills
- Excellent written and verbal communication in Arabic and English

Core Competencies

- Strategic thinking with operational depth
- Systems thinking and institutional awareness
- Executive judgment and discretion
- Strong interpersonal credibility with senior leadership
- High level of integrity and professionalism
- Ability to manage complexity and ambiguity

Key Performance Indicators (KPIs)

- Timely implementation of strategic priorities
- Improvement in institutional KPI tracking and reporting quality
- Reduction in execution delays and cross-departmental bottlenecks
- Quality and readiness of executive and Board documentation
- Enhanced alignment across governance, strategy, and operations

Success Profile

Success in this role will be reflected in strengthened institutional discipline, improved follow-through on leadership decisions, and the effective advancement of the Director General's strategic agenda.

