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الفلسطيني
الموحد



united
palestinian
appeal

Job Description: Senior Director of Operations (SDO)

Position Type: Full-Time, exempt (not eligible to receive overtime pay)

Compensation: Commensurate with experience

Location: Washington, DC or Amman, Jordan

Nationality: Holder of US passport

Language: Fluency in English, Arabic conversational fluency is a must, written is preferred

To apply for this position, please email your resume and cover letter to employmentdc@upaconnect.org with “[Last Name] Senior Director of Operations” in the subject line. Applications will be reviewed on a rolling basis.

Position Summary

In collaboration with the Executive Director, the SDO provides strategic leadership and day-to-day management of the organization’s global operations. The SDO ensures that programs are implemented effectively and efficiently, internal systems are optimized, and operational policies support UPA’s mission in humanitarian response and development work.

Responsibilities:

Operational Leadership

1. Oversee daily operations across country offices and program sectors, ensuring alignment with UPA’s strategic goals.
2. Strengthen and standardize internal systems (HR, logistics, IT, security, compliance, monitoring and evaluation) to support effective program delivery.
3. Build and maintain systems, structures, and processes to ensure the organization can function efficiently across diverse and at times emergency/crisis environments.
4. Ensure each field office meets local legal, regulatory, and registration requirements.
5. Ensure compliance with internal policies and donor requirements.
6. Ensure robust procurement systems and supply chain integrity, especially in humanitarian settings.
7. Build and maintain relationships with government agencies.
8. Represent the organization in operational coordination forums (e.g., UN clusters, INGO consortia).

Program Support & Quality Assurance

1. Collaborate with program and technical leads, as well as institutional partnership staff to ensure project proposals meet UPA’s programmatic and operational standards and that programs are delivered on time, within budget, and meet quality standards.
2. Support localization strategies and capacity strengthening of local partners.
3. Monitor program risks and mitigation strategies.
4. Ensure systems are adequately supported by operational structures to function effectively, ensuring robust, verifiable M&E is conducted for all UPA programs.

Strategic Planning & Execution

1. Translate the organization's strategic plan into operational objectives and key performance indicators (KPIs).
2. Participate in long-term strategy development.
3. Facilitate cross-field and cross-department/unit coordination to ensure coherence between program strategy, partnerships, and operational capacity.

Required Qualifications and Experience:

Education:

- Advanced degree in International Development, Business Administration, Public Policy, Humanitarian Affairs, or related field.

Experience:

- 10+ years of senior leadership experience in INGOs, preferably in both humanitarian and development contexts.
- Significant experience overseeing diverse teams and large-scale programs
- Demonstrated experience with various donors and countries, specifically working with Palestinian communities.

Skills:

- Fluency in English, Arabic conversational fluency is a must, written is preferred.
- Deep understanding of humanitarian principles, Core Humanitarian Standard (CHS), and development programming.
- Strong leadership, crisis management, and decision-making skills.
- Excellent communication, stakeholder engagement, and diplomatic skills.

Other:

- Must hold a US Passport.
- Able to travel to field operating areas (West Bank, Gaza – when possible, Jordan, Lebanon and Egypt).

About UPA

UPA empowers Palestinians to improve their lives and communities through socially responsible and sustainable programs in health, education, and community and economic development.

United Palestinian Appeal (UPA) is a 501(c) (3) New York-registered non-profit organization, with headquarters in Washington, DC. and field and program staff in the West Bank, the Gaza Strip, Jordan, and Lebanon. Established in 1978 by Palestinian-American professionals, UPA was conceived as a non-political, non-sectarian organization that would help Palestinians meet their relief and development needs.

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