

**Helen Keller**  
**JOB ANNOUNCEMENT**

**Chief Financial and Operating Officer**

*(Global position – flexible to be based where Helen Keller can support employment)*

Guided by the remarkable legacy of our founder, Helen Keller, Helen Keller Intl partners with communities striving to overcome longstanding cycles of poverty. By delivering the essential building blocks of good health, sound nutrition and clear vision, we help millions of people create lasting change in their own lives. Working in more than 20 countries – across Africa, Asia, Europe and in the United States – and together with a global community of supporters, we are ensuring every person has the opportunity – as Helen did – to reach their potential.

As we continue to grow and impact lives, we are seeking a dynamic and visionary Chief Financial and Operating Officer (CFOO). The CFOO is a senior executive, responsible for leading the financial strategy, resource allocation approach and operational efficiency of the organization. This involves managing resources, ensuring financial health, improving processes, managing risk, driving performance, and aligning operational activities with the organization's long-term goals. The role requires expertise in financial management, operations, leadership, and strategic decision-making to ensure the organization's growth and sustainability. The CFOO collaborates with other executives; leads finance, legal, risk management, information systems and operations functions; and ensures compliance with regulations. The CFOO additionally leads the executive responsible for People & Culture.

As a member of the Executive Leadership Team, provides strategic direction, develops and oversees implementation of a strategic plan and metrics, directs organizational pace, grows a collaborative culture, and serves as an example of courageous leadership. Working closely with other C-suite executives to align financial and operational strategies with overall business goals. Leads and manages a team of professionals to oversee sound financial and operational oversight of the organization. Ensures effective delivery of shared services to the operating units of Helen Keller, including creating and upholding service level agreements, setting and managing performance metrics, developing and evolving centers of expertise, and fostering professional development to achieve organizational targets.

### Functional Relationships

The Chief Financial and Operating Officer (CFOO) reports to the President & CEO and is a member of the Executive Leadership Team. The CFOO holds a critical role at Helen Keller, overseeing effective and efficient resource allocation across the organization. The Executive provides strategic and operational management for financial oversight, strategy, and organizational effectiveness; workforce development and organizational culture; risk management; legal and compliance functions; and technology and systems operations. Serves as primary staff liaison to the Finance Committee of the Board and represents Management's perspectives at the Audit and Risk Committee of the Board. Regularly makes presentations on the financial health of the organization to the Board of Trustees. Builds and maintains networks with other C-Suite level professionals, overseeing financial and operational aspects of international development agencies. Stays abreast of developments in our sector and what it means to be a people-centered, results-focused, fair-minded international non-profit organization.

## Specific Responsibilities

- **Strategic Leadership:** In alignment with the organizational strategy and organizational health goals, is accountable for the development of the vision, goals, and strategies for organizational resources, including its people, finances and systems. Serves as a member of the Executive Leadership Team to provide strategic direction to the organization. Leads a senior management team in setting and implementing organizational priorities aligned to the organization-wide strategy. Ensures alignment with other departments and organizational goals. Champions the practice of agile decision making and adaptability in the deployment of resources. Drives the timely execution of strategy and evaluates organizational performance against set goals and benchmarks and makes required management adjustments. Takes ownership and accountability for achieving the strategic and operational goals of Helen Keller, ensuring adherence to ethical standards and organizational values.
- **Financial Management:** Oversees long-term financial strategies, budgeting, and forecasting to align with Helen Keller's goals and growth objectives. Directs others to manage organizational financial systems and processes to ensure accurate and timely financial reporting, including balance sheets, income statements, and cash flow reports. Oversees management of the annual external audit process. Manages a department to monitor and manage the organization's cash flow, ensuring appropriate liquidity and operational efficiency. Directs a regular process to analyze organizational costs and presents and oversees the implementation of cost-saving measures to improve competitiveness and organizational impact. Ensures adherence to financial regulations, accounting standards (like GAAP or IFRS), and tax laws. Maintains strong customer focus for support to program and project operations, including creating agreements for shared services. Manages relationship with the Board of Trustees Finance Committee and regularly presents financial results of the organization to the Board.
- **Compliance and Risk Management:** Directs organizational resources for legal services, risk management, and compliance. Serves as the executive sponsor of the enterprise-wide risk management process, ensuring processes are fit for purpose and feeding into resource allocation discussions and decisions with appropriate mitigation. Ensures the implementation and monitoring of internal controls to safeguard organizational assets, maintain financial integrity, and ensure compliance with legal and regulatory standards. Serves as the management liaison with the Internal Audit function, proactively identifying areas for assessment and efforts to improve areas with recurring internal audit findings. Represents the perspective of management to the Audit and Risk Committee of the Board of Trustees, including collaborating with the Head of Internal Audit and the committee chair to shape agendas and work plans.
- **Integrated Operations Management:** Responsible for alignment of organizational resources to meet organizational impact goals. These include Helen Keller's workforce, financial resources, and technology investments. Manages the heads of those departments to take an integrated approach to the development of key skills, processes and systems to best serve the organization. This includes enhancing collaboration, upskilling our workforce, improving efficiency, reducing waste, and streamlining workflows. Formulates and supervises a collection of centers of excellence to provide policies, tools, technical assistance, shared services and systems to operating units of the organization. Works with Managing Directors to set standards and targets for a consistent, high-quality operating environment and an excellent internal controls environment of regional and country office operations.
- **Organizational Transformation:** Oversees business transformation and change management efforts, including the development and implementation of contingency plans to

minimize disruptions and ensure business continuity. Accountable for evolving effective organizational policies, systems and talent in key operational areas such as people and culture, finance, systems applications, procurement, logistics and inventory systems, safeguarding and safety and security. Provides vision for technological solutions to improve operational processes, automate routine tasks, and support decision-making.

- **Organizational strategy and effectiveness:** Supervises agile, adaptive strategic planning function of the organization, supporting effective continuous planning and performance feedback cycles. Manages a team to renew and track key performance indicators (KPIs) set by the Executive Leadership Team to measure progress against strategic objectives, track operational effectiveness, identify bottlenecks, and optimize performance. Leads the Executive Leadership Team to regularly review the organization's human, technological, and financial resource allocation so that they are being used optimally for the greatest impact. Stays abreast of adaptive strategy frameworks and methodologies to ensure Helen Keller stays at the forefront of results-focused decision-making.
- **Leadership and Team management:** Fosters a positive organizational culture with a high level of employee engagement and alignment to Helen Keller's organizational values of Compassion, Courage, Integrity and Rigor. Oversees the recruitment, development, and retention of top talent, focusing on inclusive leadership and a talent pipeline for the whole organization. Promotes organizational agility by sharing talent and providing broad organizational views. With the Executive Leadership Team and in their department, the organization leads through times of change and ensures smooth transitions and minimal disruption during change processes.

## Qualifications

For our team to be a great fit for you, the following qualifications should resonate with you:

- Bachelor's degree in relevant field or similar required; MBA or relevant Master's degree preferred; plus a minimum of 15-20 years of directly relevant senior-level experience working in a complex international organization; or equivalent combination of education and experience
- Personal commitment to Helen Keller's mission and goals and the values embodied by our co-founder: compassion, courage, integrity and rigor.
- Demonstrated experience and a successful track record of:
  - Leading and managing large-scale resource allocation efforts;
  - Leading and driving successful organizational change, especially as it relates to agility;
  - Evolving organizational systems and business models to be fit for purpose;
  - Leading teams and managing managers.
- Demonstrated ability to effectively articulate decision points using relevant frameworks and data analysis
- Experience managing all aspects of financial management of a complex organization, including external audits, resource planning, forecasting and budgeting, and reporting.
- Strong knowledge of financial regulations, compliance, and risk management.
- Skilled in identifying and capitalizing on financial and operational opportunities to drive financial health and improve efficiency.
- Proficient in process optimization, cost reduction strategies, and productivity enhancements across multiple departments.
- Expertise in identifying financial and operational risks and designing mitigation strategies to safeguard the organization's assets and reputation.
- In-depth knowledge of financial technologies and enterprise resource planning (ERP) systems to drive operational efficiency.

- Experience in leveraging data analytics and financial modeling tools to support decision-making and improve business processes. A commitment to fairness and belonging and experience implementing these concepts in a living, adapting organization.
- Expertise in developing reports, dashboards, and presentations for executives and board members.
- Relevant organizational experience with the ability to work effectively across cultures and with diverse groups as evidenced by excellent listening and communication skills, balanced and reasoned approaches to problems, ability to inspire trust and confidence, respect and understanding of backgrounds and cultures, and flexibility and openness to differing points of view.
- Knowledge of and experience in implementing change management initiatives using industry best practices to build trust and understanding among employees.
- The ability to make decisions in a dynamic environment, with an appreciation for how future needs may affect those decisions: a willingness to iterate a strategy and approach, with the ability to recognize the need to course-correct as necessary.
- Demonstrated understanding of the synergy between the programmatic, operational, and financial components of development initiatives.
- Knowledge of office operations and donor requirements and a track record of delivery.
- Strong project management and communication skills with a track record of deploying them to execute organizational design and human resource strategy.
- Demonstrated ability to undertake high-level representation, including ability to make effective and persuasive speeches and presentations in English on complex topics to top management, public groups, and/or boards of directors.
- Excellent oral and written English required. Ability to read, analyze and interpret complex documents and to summarize information succinctly – both verbally and in writing—using an engaging style. French language skills are a strong advantage.
- Well-established and practiced organizational and planning skills.
- Lived experience working and living in the contexts where Helen Keller works strongly preferred.
- An ability to work in challenging and changing environments, to find solutions to emerging challenges, and maintain balance when under stress.
- Collaborative, flexible and solution-oriented.
- Ability and willingness to flex work hours to accommodate multiple time zones, as needed.
- Ability and willingness to travel domestically and internationally, up to 20% of the time.

## Compensation

The full-time annualized midpoint of the salary range for this position is \$250,000. Actual salary will vary based upon, but not limited to, relevant experience, salary of internal peers, and functional specialty.

Helen Keller offers a comprehensive benefits package that includes first-day eligibility for medical, dental, vision, short and long-term disability, and life insurance coverage, along with an Employee Assistance Program, a retirement savings plan with an employer match, paid vacation leave, sick & wellness leave, parental/adoption leave, and opportunities for learning and development. Specific offerings may vary by country in accordance with local laws.

## Fairness, Belonging and Zero Tolerance to Abuse

As a member of the Helen Keller Family, each employee is expected to:

- Help to develop and maintain an environment that welcomes and develops a multi-cultural workforce with varied lived experiences and identities.

- Foster a work environment where everyone feels valued and included.
- Support employees' evaluation and promotion processes based on skills and performance.
- Promote a safe, secure, and respectful environment for all members of Helen Keller family, stakeholders in general, and particularly for the communities we serve.
- Follow Helen Keller Code of Conduct helping to prevent any type of abuse including workplace harassment, sexual abuse and exploitation, and trafficking in persons.
- Adhere to the Organizational Core Values.

### To Apply

Qualified candidates should submit a cover letter and resume to [responses@russellreynolds.com](mailto:responses@russellreynolds.com). Please quote the role title and assignment code 2503-085L in the subject heading of the email.

*In the spirit of the extraordinary ability and vision of our founder, Helen Keller Intl fosters an environment of fairness and belonging for our workforce.*

Helen Keller Intl is an Equal Opportunity Employer. We are committed to the principles of equal employment opportunity for all employees and applicants for employment.