





EXECUTIVE SEARCH

Chief Operating Officer
for Internews

KOYA
PARTNERS
↳ DIVERSIFIED SEARCH GROUP

 A MEMBER OF
ALTOPARTNERS



We are agile.
We listen.
We tackle the most
pressing issues.
We build lasting
partnerships.

ABOUT INTERNEWS

Purpose, Mission, Vision, Values

The rapid evolution of technology provides access to information for more people than ever before, but this expansion has challenges as well: the dangerous rise of disinformation; new, more invasive government surveillance and censorship; malign actors intervening in the global information space; digital and physical insecurity of journalists and storytellers; and the disintegration of the market for local news. Since our beginning, Internews has envisioned and worked toward building a world in which all people could seek, receive, and impart credible information. There is no simple solution to today's challenges, but we do know that every human, in every country, will need access to — and the ability to discern — good, credible information to navigate the seismic shifts that are confronting our world. We have the depth and breadth of experience to tackle these challenges.

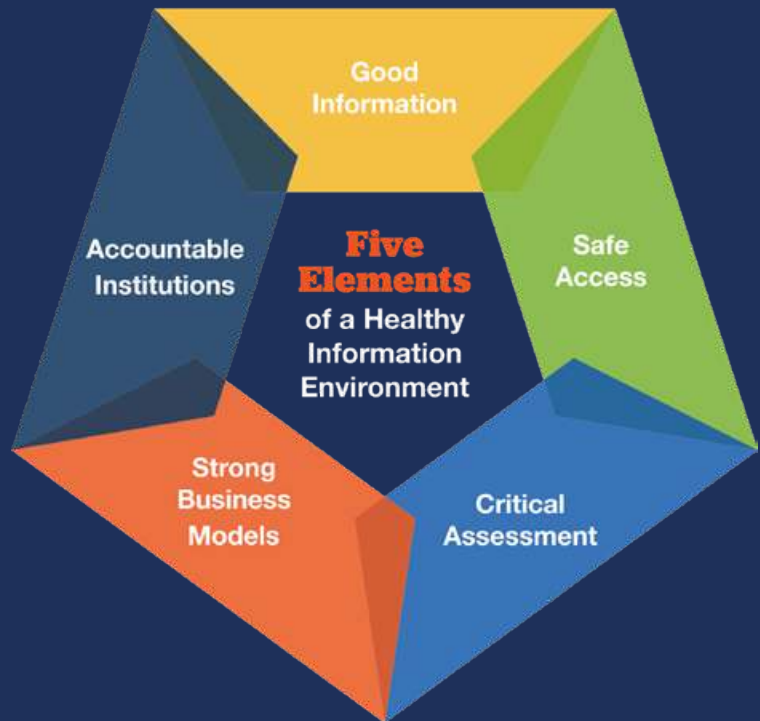
Internews, born in the midst of the Cold War and the formidable information challenges it wrought, has seen hope and progress thrive when people are able to share their own stories. From our early days of satellite Space Bridges connecting citizens of the Soviet Union with people in the United States

in live conversations to the magic of the first locally-produced radio broadcasts in communities across Afghanistan and South Sudan, to the mobilization on social media of millions of people around the world — we know the power of information to be a force for good.

Information is as critical as the air we breathe. Without information, people can neither understand nor effectively respond to the events that shape their world. With the right, trustworthy information, people can make better decisions about the health and welfare of their families, participate in their communities, and hold their governments to account. Healthy information environments are defined by the presence of good, accurate, evidence-based information — information that everyone can access safely, that consumers know how to critically assess, and that is valued by communities and sustained by business models that work. In healthy information environments, governments and businesses are accountable for keeping it that way.

At Internews, we work to ensure that the free flow of trusted information empowers people to make informed decisions about their lives and their futures.

ELEMENTS OF A HEALTHY INFORMATION ENVIRONMENT



We are agile.

One of Internews' greatest strengths is our ability to work where freedom of expression is most threatened and where information is most urgently needed. From remote regions across Afghanistan to communities devastated by earthquakes and tsunamis to some of the most heavily censored countries in the world, our agility is our strength.

We listen.

We design and implement our programs through deep engagement with local communities. All our work starts with listening to the communities we are trying to serve and designing projects that respond directly to their expressed needs and preferred delivery mechanisms.

We tackle the most pressing issues.

We bring information solutions to the world's most pressing issues. As the world increasingly confronts acute crises and complex, long-term development and humanitarian challenges, a common denominator remains: accurate, evidence-based information empowers people to have a voice in the decisions that affect them. This is true across issues related to climate and environmental crises, conflicts, public health epidemics, natural disasters, forced migration, and severe economic inequality.

We build lasting partnerships.

Internews builds long-term partnerships that strengthen and promote local organizations. Our local partners lead and maintain ownership of the work we do together. Our alliances deliver results.

Program Reach & Impact

Internews has a long history of innovation in building healthy information environments. We are proud to be a high-performing organization with solid operations and programs. We have developed a decentralized and entrepreneurial model that supports deeply local approaches as the drivers for the relevance, impact, and sustainability of our programs in the communities in which we work.

Internews works across a wide range of issues ideally to get the most information to those marginalized and disadvantaged. From fighting propaganda and corruption to combatting extremism, from protecting a free and open internet to media and data literacy, from strengthening governance and health systems to supporting local media. Areas include:

- **Conflict Resolution.** Ensuring quality information access and responsible journalism supports peacebuilding and helps communities come to terms with the aftermath of conflict.
- **Humanitarian Emergencies.** Providing life-saving information services and communication channels so communities affected by disasters can have their voices heard and hold aid-providers to account.
- **Environmental Information.** Supporting global media networks and enabling journalists to cover science, data, and the environment more effectively.
- **Internet Freedom Building.** Enhancing and advocating for a globally open Internet.
- **Governance and Transparency.** Advancing the free flow of news and information to foster good governance, especially in fragile democracies.
- **Women and Youth Voices.** Advancing the leadership of women and youth in their communities through technology and media.



Where We Work

For nearly 40 years and in more than 100 countries, we have worked with local partners to build hundreds of sustainable organizations, strengthened the capacity of thousands of media professionals, human rights activists, and information entrepreneurs, and reached millions of people with quality, local information, improving lives and building lasting change.

We work where we are needed the most in order to reach the most vulnerable and excluded communities in order to ensure there is a free flow of trusted information. We're active in the following regions: Sub-Saharan Africa, the Americas, Asia, Europe & Eurasia, the Middle East, and North Africa.

Financials

IUS – Internews US [USD]

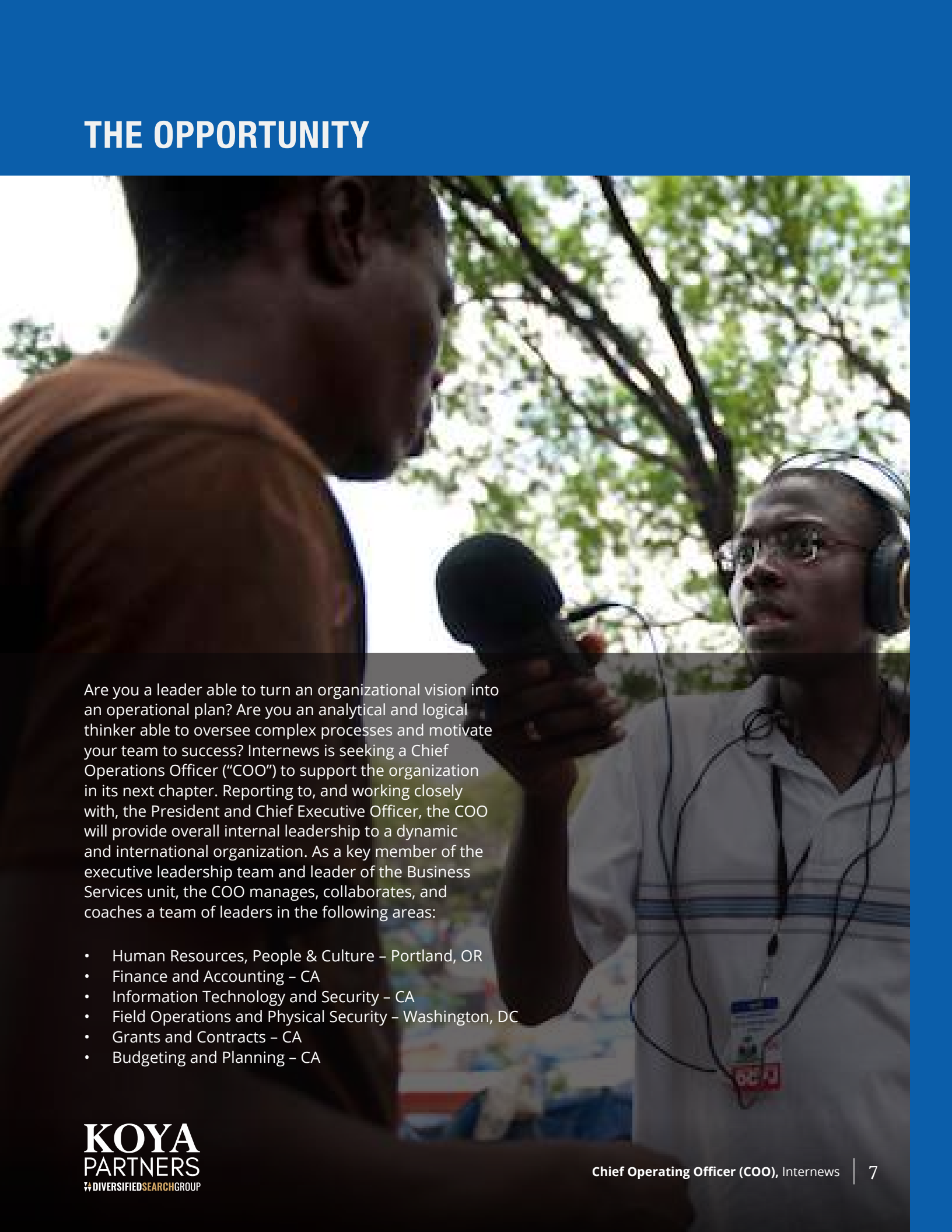
2019 Revenue - \$67.2 m
2020 Forecasted Revenue - \$71 m
2021 Forecasted Revenue - \$90 m

IEU – Internews Europe [USD]

2019 Revenue - \$16.5 m
2020 Forecasted Revenue - \$18 m
2021 Forecasted Revenue - \$20 m



THE OPPORTUNITY



Are you a leader able to turn an organizational vision into an operational plan? Are you an analytical and logical thinker able to oversee complex processes and motivate your team to success? Internews is seeking a Chief Operations Officer (“COO”) to support the organization in its next chapter. Reporting to, and working closely with, the President and Chief Executive Officer, the COO will provide overall internal leadership to a dynamic and international organization. As a key member of the executive leadership team and leader of the Business Services unit, the COO manages, collaborates, and coaches a team of leaders in the following areas:

- Human Resources, People & Culture – Portland, OR
- Finance and Accounting – CA
- Information Technology and Security – CA
- Field Operations and Physical Security – Washington, DC
- Grants and Contracts – CA
- Budgeting and Planning – CA

KEY RESPONSIBILITIES

STRATEGIC LEADERSHIP

- Establish goals and a plan for overall global operational performance, including developing and executing strategies and tactics that achieve tangible results across teams.
- Serve as a visible and active member of the Executive Team, along with the President and CEO, CEO Internews Europe, Chief Programs Officer, Senior Vice President -Technical Leadership.
- Drive business operations strategy by assessing risks, noting opportunities for expansion/change, setting overall goals and metrics, and proposing projects or systems to enhance efficiency.
- Develop a strong, operational partnership with the CEOs, the executive team, direct reports, staff, Board, and external partners.
- Serve as Treasurer and Officer of the Board, leading the Audit and Finance Committees of the board.
- Translate the organizational strategy, framework, and Internews' theory of change into concrete business goals and operationalize their implementation year by year.

TEAM LEADERSHIP

- Promote a culture of Belonging, Dignity, and Justice as well as accountability, strong integrity, high performance, respectful collaboration, and continuous improvement that values learning, a commitment to quality, and a commitment to Internews' mission.
- Recruit, motivate, and lead global teams in a manner that promotes professional development while maintaining team focus on organizational priorities and best practices.
- Build alignment and consensus within the team around organizational goals and change management.
- Demonstrate leadership in collaboration across the organization.
- Encourage next-level leadership by leading through example and mentoring employees, assigning accountabilities, setting objectives, establishing priorities, and monitoring and evaluating results.

GLOBAL OPERATIONAL EXCELLENCE

- Ensure that Internews has business operations systems and practices that are fit for purpose and operate with maximum integrity and efficiency.
- Drive global operational excellence and a top-tier customer service mindset across all Business Services functions by identifying internal best practices as well as engaging with other leaders in the space.
- Hold the highest level of responsibility for the organization's risk management functions; guide and advise the CEO on best practices for an organizational approach to legal issues.

FUNDING AND FINANCIAL ACUMEN

- Ensure that finance and accounting practices maintain and strengthen robust financial management systems in accordance with US and UK regulations while prioritizing the availability – and usability – of real-time financial data for country programs.
- Assure our systems are responsive and compliant with a growing and diversifying set of donor systems.
- Streamline and integrate financial management systems across HQ offices.
- Explore avenues to ensure that systems and cost structure are able to satisfy the requirements for a variety of funding sources, as well as respond to and attract a more diversified funding base.
- Ensure accountability for all insurance and risk management programs, audits, and auditor relationships, as well as maintaining clean audits.
- Guide the preparation of short and long-range budget modeling based on the strategic parameters.
- Advises on solutions to global financial and banking challenges that are part of working in some of the most challenging environments on the planet.
- Ensures that financial systems, processes, and approaches meet the fundamental needs of the organization and address the complications inherent in working across 100 countries.

CANDIDATE PROFILE

The candidate will possess and embrace Internews' core values. The ideal candidate will also have the following professional and personal skills, competencies, and characteristics:

STRATEGIC LEADERSHIP

As part of the global Executive Leadership Team, provide insight and contribution to the multi-year strategic plan. As the team leader of the global operations, lead in the annual operations plan (AOP) to ensure the execution of the said plan for the organization (including the Operations Team). The AOP will be the map to achieving the multi-year strategy for the entire operations.

A TEAM BUILDER AND STRONG COMMUNICATOR

This leader will have strong executive presence, engender confidence, and will be collaborative while being unafraid to be the decision-maker. The COO will be skilled at quickly establishing rapport and cultivating relationships across all levels of the organization. Highly articulate and a deft communicator, the COO will easily convey the organization's successes and opportunities with passion and intensity in both formal and informal situations. The COO will embrace the culture of Internews, while also engaging with both peers and leaders in the sector to ascertain and implement best-in-class practices across the global organization in a productive manner. The COO will foster trust and collaboration globally among team members and possess the ability to manage through change with flexibility and poise, across multiple cultures. This leader will be capable of managing conflict and conflicting views and have the ability to be clear-minded in a state of ambiguity. The COO must lead by example and demonstrate openness to feedback, a strong drive for excellence, and strong emotional literacy.

ABILITY TO EXECUTE GLOBAL OPERATIONS FOR RESULTS

The COO will execute for results by bringing a high degree of clarity to organizational plans, processes, outputs, and outcomes. This leader will have a proven track record of structuring clear goals and operational plans, reaching those goals, and will have a focus on impact. The COO possesses the ability to consistently make good decisions and solve complex problems through a combination of analysis, wisdom, experience, and judgment. The COO will develop and empower first-rate leaders from the bottom up and lead from the top down.

As a strategic member of the Executive Team, the COO will conceptualize and approach problems and solutions in a proactive, constructive, and innovative manner that will result in improved performance across the organization.

A problem-solver and strategic thinker with excellent reasoning skills and attention to detail, this executive has the ability to understand and deal with complexities with ease and creatively overcome obstacles to achieve goals.



A FINANCIAL APPROACH

The COO will bring demonstrated experience overseeing a sizable and innovative finance department and the ability and confidence to ensure that Internews' financial and data oversight is of the highest caliber. The COO will bring a strategic and creative financial mind with the tactical ability to "deep dive" into the details with strong quantitative and analytical skills. This leader will bring a high level of intellectual horsepower with a collaborative and service-oriented mindset. The COO must have proven experience in overseeing the functions of global budgeting, strategic forecasting and planning, as well as in financial, accounting, compliance, and risk management of a complex international organization. The COO will be skilled at presenting information in a clear, confident fashion to a range of constituents with varying levels of expertise.

A PASSION FOR THE MISSION

The COO will have a sincere passion for the mission of Internews. This is a leader who understands and embraces that the finance and operations functions of an organization of this caliber are dedicated to serving the overall mission of the organization, while also balancing the needs of the programming side with the business services side. The COO is an authentic, honest, and ethical person as evidenced by how they live day to day, treat others, and operate in the world of business.

LOCATION

This position is located in the United States. A preference will be given to candidates on the East Coast, in order to accommodate both London and West Coast time zones. Given COVID-19, the COO will be working remotely at least until Internews domestic offices in Washington DC and Arcata, CA reopen later in 2021 and possibly long term.



EXPRESSION OF INTEREST

Koya Leadership Partners, the executive search firm that specializes in mission-driven search, has been engaged by Internews to advise in this hire. Leading the search is Nicole Kamaleson, Managing Director of Global Practice and Nadine Coleman, Vice President Executive Search. Please submit a compelling Cover letter and CV/resume [here](#). Completed applications will only be considered and will include:

- Cover letter – expressing our suitability, experience in directing fiscal and operational functions (per the details above) interest, and personal motivation for this role
- CV/Resume – your professional chronological journey highlighting your key outcomes

Internews is an equal opportunity employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, gender, national origin, disability status, protected veteran status, or any other characteristic protected by law.

All inquiries will be considered and kept strictly confidential.

About Koya Partners

Koya Partners, a part of the Diversified Search Group, is a leading executive search and strategic advising firm dedicated to connecting exceptionally talented people with mission-driven clients. Our founding philosophy—The Right Person in the Right Place Can Change the World—guides our work as we partner with non-profits & NGOs, institutions of higher education, responsible businesses, and social enterprises in local communities and around the world.

For more information about Koya Partners, visit www.koyapartners.com.