

Job Posting: Director of Operations

Reports to: Executive Director

Location: In or near Barcelona

Founded in 2009, ICEERS is dedicated to transforming society's relationship with plant teachers. We do so by engaging with some of the fundamental issues resulting from the globalization of ayahuasca, iboga, and other ethnobotanicals.

Reporting to the Founder & Executive Director, this position will serve as the internal organizational leader and head of operations for ICEERS. This is an opportunity to join a dynamic team in an international organization that is in the early stages of implementing a new vision and strategic plan.

We are committed to justice, diversity, equity and inclusion in both our hiring practices and work environment. We encourage women, people of Indigenous ancestry, people of colour, LGBTQIA individuals and members of other diverse communities to apply for roles with our organization. We are committed to building and maintaining a working culture that is welcoming to people who bring diverse ways of seeing, knowing and communicating.

This posting will remain open until the position is filled.

Please email PDFs of your cover letter and CV to info@iceers.org

Applications that do not include a cover letter will not be considered. Please include “[Last Name] Application for Director of Operations” in the subject line. Please include your salary expectations in the cover letter.

Overview of the Role

ICEERS has been restructuring and is now seeking to chart a new path of organizational effectiveness to support our organizational Blueprint. We are looking for a mission-focused, seasoned, strategic, and process-minded leader with experience in organizational development (particularly TEAL organizations), human resources, and financial performance.

The Director of Operations must be a leader who is able to support a talented team to make our vision a reality. Importantly, the successful applicant will have the skills, sensitivity, and personal confidence to tap into the purpose and leadership that each member of the team brings to this mission. While it is essential that the Director of Operations bring effectiveness and efficiency of the organization, it is also critical that the team retain the innovative spark that drives our theory of change.

Working closely with the Founder and Executive Director, the Director of Operations will lead all internal operations and will have the following responsibilities:

- Work in partnership with the team to oversee and **implement the organizational Blueprint** and implement new structures, processes and approaches to achieve it.
- Serve as the **internal manager** within the organization:
 - Work with the Head of Administration to coordinate the annual operations plan and budget
 - Oversee and manage daily operations of the organization and the work of team leads
 - Develop and introduce internal organization procedures and structures
 - Analyze the current technology infrastructure and scope out the next level of information technology and financial systems that support the growth of specific programs and the organization overall
 - Oversight of implementation of Salesforce and other reporting systems
 - Establishing internal policies that promote organization's culture and vision
 - Develop and lead evaluation processes that measure and evaluate objectives and key results (OKRs)
 - Detect problems and come up with solutions
- Provide a strong day-to-day **leadership presence** for all staff; bridge local and remote operations and support a positive team culture
 - Foster a coaching culture within ICEERS that builds on staff strengths and lead employees to encourage maximum performance and dedication
 - Upgrade human resources functions including: training, development, compensation and benefits, employee relations, performance evaluation and recruiting

Experience required

- 3-5 years' experience as Director of Operations, or similar position, in a non-profit context
- Passion for new and innovative non-profit structures and operations (for example Teal Organizations)
- Understanding of non-profit organizational functions such as HR, Finance, marketing etc.
- Demonstrable competency in strategic planning and business development
- Working knowledge of data analysis and performance/operation metrics
- Working knowledge of IT/Business infrastructure and MS/Apple Office
- Outstanding organizational and leadership abilities
- Outstanding communication and people skills
- Aptitude in decision-making and problem-solving
- BSc/BA in Business Administration or relevant field; MSc/MBA is a plus; or university training in non-profit and association leadership
- Excellent Spanish and English language comprehension and performance

