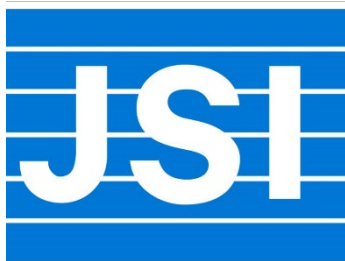


# POSITION DESCRIPTION

## FOR THE POSITION OF CHIEF OF STAFF



July 2022

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Much of this material contained herein is gained in confidence and as such should be regarded as confidential. Accordingly, it is understood that dissemination of this material should be limited to those individuals in your organization who are directly connected with this specific search or whom a reasonable person would agree have a need to know.



## POSITION DESCRIPTION

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<b>POSITION</b>	Chief of Staff
<b>ORGANIZATION</b>	JSI Research & Training Institute, Inc.
<b>REPORTS TO</b>	Margaret Crotty, President & CEO
<b>LOCATION</b>	Flexible
<b>WEBSITE</b>	<a href="#">JSI Research &amp; Training Institute, Inc.</a>

## ORGANIZATION OVERVIEW

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JSI Research & Training Institute, Inc. (JSI) is a global nonprofit dedicated to improving the health of individuals and communities throughout the world. Its fundamental vision is to ensure that individuals all over the world live their best and healthiest lives. The JSI family of global agencies includes World Education, Inc. and the Partnership for Supply Chain Management (PFSCM), as well as independent JSI entities in Kenya, Zambia, and India.

Founded in 1978, JSI collaborates with government agencies, the private sector, and local nonprofit and civil society organizations to identify and implement solutions to public health and education challenges. These partnerships strengthen the capacity of individuals and organizations, improve the quality, accessibility, sustainability and equity of health systems and lead to better health outcomes.

JSI now has more than 4,200 colleagues working across 8 offices in the United States and 46 countries around the world. Staff includes researchers, consultants, technologists, project managers, and physicians that provide innovative technical assistance and capacity-building through large-scale implementation projects and smaller consulting projects across public health, health systems, and education. JSI relies on locally and regionally based staff in the US and around the globe to ground its approach in a deep understanding of the challenges and opportunities facing communities.

## ROLE SUMMARY

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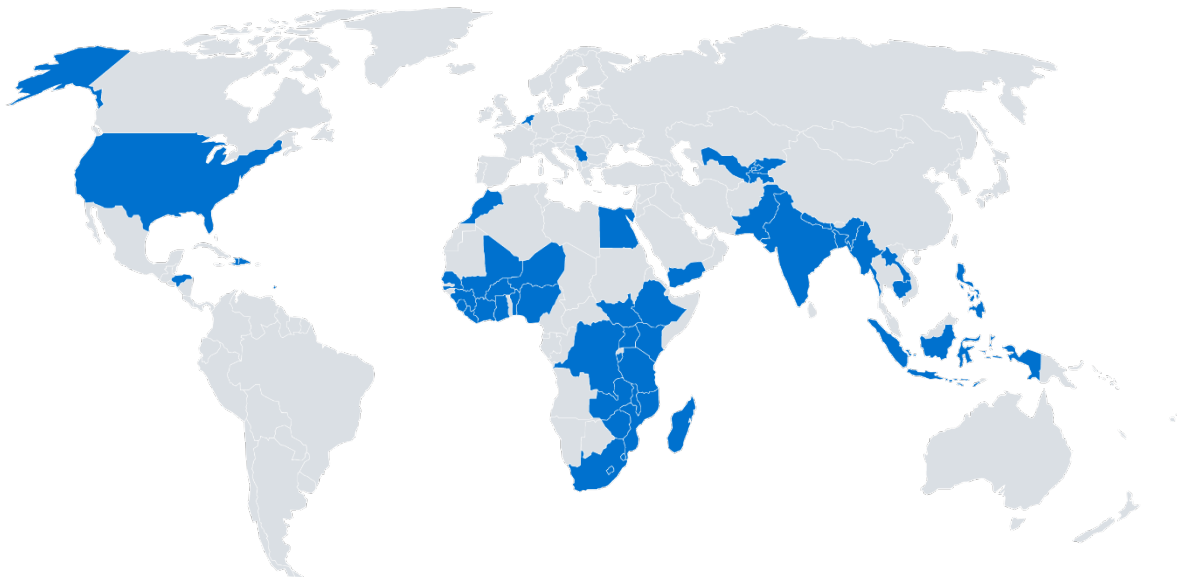
Reporting to the CEO who is embarking on a robust change agenda, the Chief of Staff (COS) will provide leadership and oversight for day-to-day functions, as well as strategic assistance to the CEO and senior leadership to drive forward the mission and strategy of a global organization. The COS will be an advisor, gatekeeper, problem solver, and thought partner to the CEO while leading, managing, and supporting team members to ensure CEO initiatives are handled in a timely and effective manner. This team player will help develop and execute change strategies to meet innovative organizational goals. The ideal candidate will be a solutions-oriented problem-solver who can execute on strategic priorities and introduce operational



discipline into a transforming organization. The role has both internal-facing and external-facing responsibility and will help the CEO and management team prioritize and execute internal system modernization, budgeting, communications, and technology systems. JSI is seeking someone who understands the NGO sector; lead senior management teams; can juggle complex situations, multiple responsibilities, and long-term projects with the urgency of immediate demands. The ideal candidate needs to be a strong communicator, with competence in creating connection and consensus across a global organization. The Chief of Staff must be politically astute, with a high level of emotional intelligence, sound judgement, and a commitment to leading change management and helping a team succeed.

Candidates must be committed to building a people-centered and equitable organization that can navigate trends in the development sector and inspire a workforce in turbulent times. They must be skillful collaborators who effortlessly interact with all levels of an organization, while adept at building lasting relationships and achieving actionable results through others. Importantly, the Chief of Staff must have a deep commitment to equity, diversity, inclusion and belonging, and an emerging understanding of the localization and decolonization directions in the international aid sector.

### JSI Global Presence, July 2022.



## Primary Responsibilities

- ▼ Communicate and execute a vision for strategic, financial, and operational excellence. Establish, benchmark and evaluate key performance indicators to drive decisions that advance the organization.



- ▼ Capture efficiencies to promote organizational best practices elevating the leadership team's ability to operate as a global organization with centralized procedures and values.
- ▼ Work with a Global People Officer to coordinate laterally across JSI's disparate business units to ensure that human capital is resourced properly.
- ▼ Assist the CEO on special projects overseeing cross-functional initiatives that impact JSI's global operations.
- ▼ Build partnerships needed to advance JSI's agenda, including multilateral agencies, government bodies, NGOs, private sector partners, and other key public and private donors.
- ▼ Help the CEO effectively implement programs and policies that will multiply impact. Ensure that the staff is focused on the CEO's priorities, activities, and vision for JSI and its affiliates.
- ▼ Troubleshoot urgent "crisis" items; providing project planning and management for projects and initiatives.
- ▼ Manage independent consultants and engagements with outside firms and vendors focused on strategic and executive projects, acting as a surrogate for CEO in day-to-day project management.
- ▼ Serve as a proxy for the CEO when necessary to make decisions, including matters of budget, staffing, organization, and program management.

## Leadership Skills

- ▼ A sophisticated mix of emotional intelligence, judgement, discretion, diplomacy and political acumen, to interact with powerful direct reports and board members. Acumen and finesse to handle complex situations and multiple responsibilities simultaneously mixing long-term projects with the urgency of immediate demands. Ability to observe strict confidentiality in all aspects of the job: Ability to manage sensitive information during change management processes.
- ▼ Ability to anticipate problems, analyze, and synthesize information to guide decision-making. Comfortable with data-driven decision-making and benchmarking against metrics.
- ▼ Initiative, professionalism, and flexibility within an environment of frequent interruptions, conflicting priorities, and varying workloads. Ability to thrive in a fast-paced environment and operate with a high sense of urgency.
- ▼ Strong understanding of and commitment to diversity, equity, inclusion and belonging.
- ▼ Excellent communications skills - written, verbal and interpersonal with cultural competency to communicate with and authentically engage audiences globally.
- ▼ Experience with knowledge management systems in large international organizations.
- ▼ At least 12-15 years of executive administration and operations experience; at least two years of experience in a similar position.



## Personal Characteristics

- ▼ Unquestionable personal integrity, fairness, and credibility necessary to gain the trust and commitment of individuals at all levels of the organization.
- ▼ Comfort level and experience with change management.
- ▼ Knowledge of financial management and strategic planning.
- ▼ Experience applying and utilizing software and technology to develop creative solutions to effectively solve problems and advance the CEO's agenda. Exceptional judgment and communication skills; proven cross-cultural competency: Adept at harmonizing policies & procedures across geographies.
- ▼ Experience with senior level executives within a matrixed organization.
- ▼ Excellent interpersonal skills, stamina, humility, situational sensitivity, and a good sense of humor.
- ▼ A willingness to travel as required and an intellectual curiosity about JSI and the communities served.

## Education

- ▼ Bachelor's degree or equivalent (Master's degree or equivalent preferred).

## EQUAL OPPORTUNITY EMPLOYER

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JSI is committed to creating a diverse work environment and is proud to be an equal opportunity employer that does not discriminate on the basis of race, color, national origin, sex, gender identity, religion, sexual orientation, age, disability, parental status, veteran status, or any other protected status under applicable laws. All applicants meeting the qualifications are encouraged to apply.

## SEARCH TEAM

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