

**American International School of Mozambique Position  
Announcement:  
*Chief Operations Officer (COO)*  
for August 2024**

**The American International School of Mozambique (AISM)** seeks a Chief Operations Officer (COO) to be based in Maputo, Mozambique and provide overall management and strategic direction of the school's operations, as distinct from the school's educational programming, in support of the school's mission. The COO will provide daily supervision of operations on the campus and will ensure that accurate and timely processes are implemented and enforced. In addition, the individual will provide timely submission of reports and responses to requests for information and will lead the school's compliance with legal and school regulations and policies. The individual will be expected to operate autonomously within defined parameters, exercising professional judgment to ensure efficient and compliant management of operations, whilst ensuring the School Director is kept well informed and consulted appropriately

### **About AISM**

The American International School of Mozambique was founded in 1990 to provide an American education for the children of diplomats and multinational NGOs and companies in Maputo. The school currently serves 520 children. About 20% of the students are Mozambican, 20% are from the USA and the rest are from 50+ nations. The teachers and administrators are from 15 nations. The total number of employees is about 180, including faculty and support staff. The school is affiliated with the US State Department. AISM is an IB World School and is accredited in the USA by the Middle States Association of Colleges and Schools. Additional information about the school can be found on the school's website at: [www.aism.co.mz](http://www.aism.co.mz).

### **Reporting & Supervision:**

The Chief Operations Officer will report to the School Director and will supervise department managers in Human Resources, Security, Transportation, IT, Finance, Health Services, Food Service, and Facilities. The COO will work closely with the Primary and Secondary School Principals and other school leaders and will communicate directly on a regular basis with the staff and hundreds of parents in the school community.

### **Key Responsibilities**

#### **General**

- Support the director in strategic planning;
- Establish and maintain internal control systems, quality assurance, and reporting protocols;
- Create a regular review cycle for all operations policies and procedures;
- Ensure efficient management and utilization of resources in accordance with the school's mission and applicable policies and procedures;
- Conduct or organize training and capacity building for operations staff, including ongoing feedback, coaching, career support, and evaluation.

### Facilities

- Supervise Facilities Manager
- Work with the Facilities Manager to:
  - Ensure a high standard of facilities management across the entire campus;
  - Establish schedules and procedures for preventive maintenance;
  - Budget for annual repairs and maintenance, replacement, etc.

### Security

- Supervise the Security Manager
- Work with the Security Manager to:
  - ensure a high standard of physical security is maintained on the campus and at multiple residences across the city;
  - oversee direct-hire and/or outsourced security staff;
  - budget for annual upgrades for security technology, training, etc.

### Transportation

- Supervise the Transportation Manager
- Work with the Transportation Manager to:
  - ensure safety and security on daily routes as well as on extended trips;
  - liaise with contracted transportation providers;
  - ensure competitive transport pricing.

### Information Technology

- Supervise the IT Director
- Work with the IT Director to:
  - ensure a robust and secure data network and infrastructure is maintained across the campus;
  - budget for annual infrastructure upgrades and tech replacement in classrooms and offices.

### Human Resources

- Supervise the HR Manager
- Work with the HR Manager to:
  - oversee payroll procedures for staff, administer payroll, and monitor employee time keeping;
  - develop and implement office administrative and personnel systems;
  - support the School Director and Principals as they establish recruiting needs, by estimating budgets and projecting costs;
  - develop Job Descriptions to support various employee functions;
  - develop and document HR processes for hiring, managing benefits, resolving conflicts, and other HR issues;
  - supervise the recruitment, hiring, and management of operational/financial local staff and consultants.

### Finance

- Supervise the Finance Director
- Work with the Finance Director to
  - conduct budget planning and realignments as required;
  - conduct ongoing analysis, forecasting and review of expenses;

- develop a rolling, multi-year operational and capital budgeting and planning process;
- oversee tendering processes for major purchases, service contracts and other projects as required;
- work closely with subcontractors to ensure budgets, projections, and invoices are completed according to relevant policies and procedures;
- assist and support audits;
- ensure existing financial procedures and systems are revised as necessary and fully implemented;
- develop and maintain a schedule of delegations of authority and ensure this is well communicated and understood by all staff;
- advise management on financial health of the school through the provision of regular and timely financial expenditure reports.

### **Food Services**

- Oversee one or two canteen/cafeteria providers' operations, controlling costs and ensuring health and safety standards are met
- Liaise with principals and Vice Principals regarding daily lunch schedules and operations

*This job description summarizes the main duties of the job. It neither prescribes nor restricts the exact tasks that may be assigned to carry out these duties. Management reserves the right to review and revise this document at any time.*

### **Qualifications:**

- Must be eligible to work in Mozambique.
- Must have demonstrated ability to work in complex environments, work across different cultures, and manage diverse teams to deliver impact within agreed timelines;
- Previous experience working in an international school, particularly in Africa, is an advantage;
- Relevant post-graduate qualification or equivalent experience;
- Minimum 10 years experience in financial and/or operations management with increasing levels of responsibility;
- Proven experience in senior leadership of large (\$10M+) projects or organizations;
- Strong relational and negotiation skills;
- Effective strategic planning and project management skills;
- Ability to analyze and establish effective and supportive cross-program coordination, organizational procedures, and management systems;
- Fluent oral and written communication skills in English. Portuguese proficiency is an advantage;
- Ability to manage tight deadlines and deliver high volumes of work with minimal supervision.

### **Compensation:**

Salary and benefits are competitive and will be commensurate with experience and training. Candidates can apply directly to [lizandra.numaio@flowmocambique.com](mailto:lizandra.numaio@flowmocambique.com) and add the subject: Chief Operations Officer\_AISM\_NAME OF CANDIDATE. The deadline for applications is 29 March 2024.



**AIMS**  
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